Provider Registration and Training FAQs

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Getting Started

In order to access the secure portion of the Medi-Cal Rx Web Portal, pharmacy providers and prescribers will need to successfully register for the User Administration Console (UAC). Successful registration through UAC will then allow providers secure access to the following: Prior Authorization (PA) System, Secure Chat and Messaging, Beneficiary Look-Up Tool, Web and Batch Claims Submission, and the Education & Outreach Calendar.

This document is intended to assist providers with UAC registration if they have any issues during the registration process.

For resources on how to get started with registration for the Secured Provider Portal, review the [UAC Quick Start Guide](#) and regularly updated information on the [Medi-Cal Rx Web Portal Education and Outreach](#) page.

Glossary

1. **National Provider Identifier (NPI):** Prescriber NPI (Type 1) or Individual Pharmacy Location NPI (Type 2) that is enrolled in Medi-Cal Fee-for-Service (FFS) either as a billing or rendering provider or as an Ordering, Referring, and Prescribing (ORP) provider.

2. **Delegated Administrator (Del Admin):** A single point of contact that manages employee access to the secured Medi-Cal Rx Provider Web Portal and applications within the portal based on user needs. Also referred to below as a "Del Admin."

3. **Organization ID:** The term "organization ID" is the term used in the registration tool to refer to any facility or provider that is enrolled in Medi-Cal FFS either as a billing or rendering provider or as an ORP provider and is either an individual NPI (Type 1) or a pharmacy NPI (Type 2).

Accessing the Portal

Issue	Resolution
How do I register for the Secured Provider Portal?	Please refer to the UAC Quick Start Guide.
What is UAC?	UAC is a registration tool that controls and manages a user's access to the Medi-Cal Rx Web Portal and associated applications.

Account Creation

Issue	Resolution
How do I determine if I need to create an account in UAC?	This document is intended for pharmacies and prescribers. County, MCP, and Behavioral Health Plan users do not register using UAC. Instead, these users should reach out to their Designated User (DU) Access Request Contact in their organizations in order to be provisioned for access. Refer to the diagram at the end of this document for additional guidance.
What is a Delegated Administrator (Del Admin) and why do I need to designate one?	The Delegated Administrator (Del Admin) acts as a single point of contact for the management of users for organization IDs or NPIs associated to their account. This individual will register and create a single user ID and password to become the Del Admin for one or more pharmacy providers or prescribers. By designating a Del Admin, you have a single point of contact that can create standard users and assign access to applications within the portal based on the user's needs.
How many Organization IDs (NPIs) can a Delegated Administrator manage?	A Del Admin can manage up to 50 Organization IDs (NPIs) for a single account. If additional requests are

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Issue	Resolution
	required, an additional Del Admin account must be created*. * Users that require this type of access will need to have unique email addresses to register multiple Del Admin accounts.
I am trying to register as the Delegated Administrator for our provider office and the system is not recognizing our Medical Group's NPI. We have multiple providers in our office with their own individual NPIs, but since we are a group practice I am trying to register under the group. What do I do?	At this time, registration is only available to pharmacies (can be NPI Type 1 or NPI Type 2) **or** providers that have an NPI Type 1 (individual provider). If you are trying to register to use online tools for prescribers, register with the Type 1 Individual NPIs for each prescriber rather than the Medical Group Type 2 Organization NPI. The Type 1 Individual NPI needs to be one that is enrolled in Medi-Cal Fee-for-Service (FFS) either as a billing or rendering provider or as an Ordering, Referring, and Prescribing (ORP) provider.
I am a registered Delegated Administrator. When I go to add another Organization ID (NPI), it says it is already registered. What do I do?	Do not register additional Organization IDs on the main screen. To add additional Organization IDs (NPIs), log in as the Del Admin, go to the Organization Management screen, and select the **Add an Org** button. From this screen, you will enter the NPI and request a PIN letter to be sent to complete the registration process.

Activation Issues

Issue	Resolution
How do I know my activation was successful?	After the account has been created, an email will be sent to the account email address with a link to activate the account. Once the link is selected, the user will receive a web window that will confirm the

Issue	Resolution
	account has been activated and is now available for log in.
	After activation, you must log in, set up Multifactor Authentication (MFA), and assign roles to applications. Please refer to *Section 2* of the [UAC Quick Start Guide](#) for more details on assigning your own access privileges/roles.

General Information

Issue	Resolution
Are there Job Aids/Guidelines outlining the new process?	Yes! There are several resources to assist you, including the [Provider Portal](#) and the [UAC Quick Start Guide](#). Video Tutorials are also available on the Medi-Cal Rx Training page accessed via the [Medi-Cal Rx Web Portal Education and Outreach](#) page.
Where can I find available training sessions and available resources?	Please refer to regularly updated information on the [Medi-Cal Rx Web Portal Education and Outreach](#) page.

Incorrect Registration Information

Issue	Resolution
I completed registration in the UAC; however, I provided incorrect validation information for Multifactor Authentication (MFA) verification. Due to this error, I am unable to receive verification codes. How do I correct the information?	Please email MediCalRxEducationOutreach@magellanhealth.com for direct support. A member from the Education & Outreach team will respond to your inquiry within 3 business days.
I noticed the address on file is incorrect. Should I finish registration	If you enter your NPI and then realize the address on record is incorrect, use the Alt Address request

Issue	Resolution
with the incorrect address or wait for the address to be updated?	via fax in the instructions on your screen and finish registration. This will **not** update your address permanently on file with PAVE. You will need to log into PAVE at (https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx) and permanently update it for future communications. You can still sign-up for training even though your address is not correct in the system.
I mistakenly put the pharmacy name instead of my own name. How can I fix this?	Email MediCalRxEducationOutreach@magellanhealth.com for direct support.
I faxed a request to change my address. What happens next?	Requests for address changes cannot be done via fax to MMA. You will need to update your address through PAVE (https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx).

Invalid NPI

Issue	Resolution
I have received one of the following error codes: "INVALID ORG ID," "ORG ID DOES NOT MATCH ORG ID TYPE SELECTED," or "NO VALID CONTEXTS FOR THIS ORG ID."	If you attempt to use an NPI that **is not** an individual (Type 1) NPI or a pharmacy (Type 2) NPI you may get this error. You will also get one of these codes if you are not enrolled with Medi-Cal Fee-for-Service (FFS) either as a billing or rendering provider or as an Ordering, Referring, and Prescribing (ORP) provider and will need to access PAVE to start the Medi-Cal FFS application process. (https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx).

PIN Issues

Issue	Resolution
What if I received my PIN to complete the registration for my pharmacy and it is stating that the organization has already been registered but no one in my office has completed this?	Please email MediCalRxEducationOutreach@magellanhealth.com for direct support.
Last week I received the PIN number and finished registration. I am trying to log in, but I am getting a non-match email and password rejection.	Click **Need Help Signing In** on the sign-in page. There are three options: **Reset via SMS**, **Reset via Voice Call**, or **Reset via Email**. Select an option and enter your username.
How long does it take to receive my PIN after I request it?	It usually takes 7-10 days.

Registration Issues

Issue	Resolution
I just tried to register on PAVE and do not have the options I need. How can I register with Medi-Cal Rx?	For support with PAVE, view this resource: https://www.dhcs.ca.gov/provgovpart/Documents/PAVE_Project_for_Provider_Enrollment_Division/Provider_Enrollment_Contact_List_Text-Version.pdf

Training Registration Questions

Issue	Resolution
What is Saba℠ Learning Management System (LMS) and why do I need to attend training?	Saba LMS is the one-stop shop for education and outreach information for Medi-Cal Rx providers. As a Medi-Cal Rx Provider, you will access Saba to view available training and register to attend training.
	Topics to be covered during the Saba training sessions include how to view the education and outreach events calendar, how to register to attend an event or take an online course, and how to

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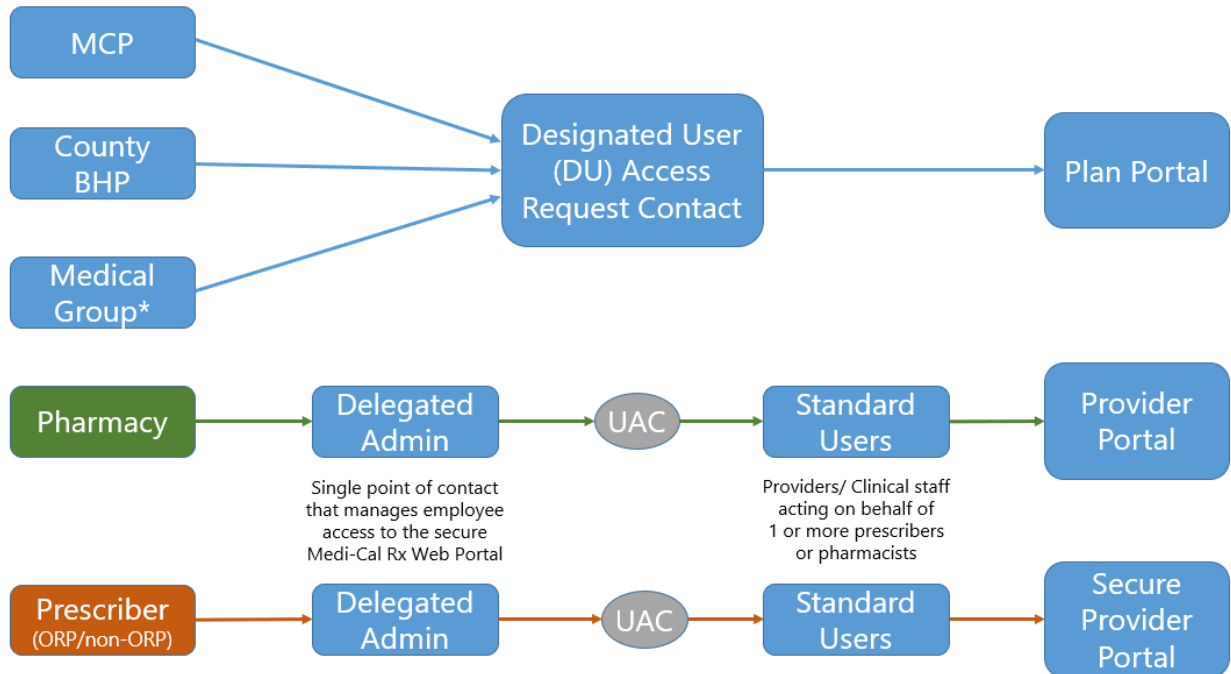| Issue	Resolution
	complete evaluations of training effectiveness. A Job Aid is also available.
How do I register for a Saba training?	Please email Medi-Cal Rx Education and Outreach at MediCalRxEducationOutreach@magellanhealth.com and provide the following information in your email: • Name of individual • Provider name • NPI • Phone number • Email address • Preferred date and time of Saba training session Additionally, providers will need to confirm in their email that they have completed the following tasks when sending a request for Saba training: • Registered successfully for UAC • Received a PIN letter and completed UAC Registration • Registered as the Delegated Administrator or were set up as a user by the Delegated Administrator • Have added or been granted access to the Saba application

PAVE

Issue	Resolution
What is available in PAVE?	PAVE includes: • New applications for individual billing providers • New applications for group billing providers and rendering providers • Supplemental applications for enrolled providers

Issue	Resolution
	• New location applications
	• Affiliation applications for rendering providers
	• Change of Ownership applications
	• Change of Address applications
	• Revalidation applications (if requested by DHCS)
PAVE Enrollment for Ordering, Referring, and Prescribing (ORP) providers	ORP providers can enroll via the DHCS PAVE system: https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx. ORP providers can learn more about ORP resources at the following location: https://files.medi-cal.ca.gov/pubsdoco/ordering_referring_and_prescribing/orp_landing_page.aspx More information regarding ORP enrollment requirements through PAVE are outlined at the following locations: https://www.dhcs.ca.gov/provgovpart/Pages/Ordering_Referring_Prescribing_Providers.aspx https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2020/12/NA_Medi-Cal_Rx_PAVE_Enrollment_for_ORP_Providers.pdf

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Diagram

Medi-Cal Rx Role Based Secure Access Paths

MCP, County BHP, Medical Group* → Designated User (DU) Access Request Contact → Plan Portal

Pharmacy → Delegated Admin → UAC → Standard Users → Provider Portal

Delegated Admin: Single point of contact that manages employee access to the secure Medi-Cal Rx Web Portal

Standard Users: Providers/ Clinical staff acting on behalf of 1 or more prescribers or pharmacists

Prescriber (ORP/non-ORP) → Delegated Admin → UAC → Standard Users → Secure Provider Portal

*Medical Groups providing services on behalf of an MCP will need to request access through a DU Access Request contact. Medical Groups **not** providing services for Medi-Cal Rx patients on behalf of an MCP can register for UAC using their Individual Practitioner NPI.