

UAC User Setup Quick Guide for CA Medi-Cal

UAC stands for User Administration Console. This is the application used by Delegated Administrators to manage user accounts for select Magellan applications and portals. This allows organizations to self-manage their user access with minimal outside intervention.

There are multiple ways to access the UAC console:

- go directly to UAC at <https://uac.magellanrx.com>
- log into the Magellan Okta home page at <https://magellanhealthsso.okta.com> and select the tile named UAC
- any provider portal equipped with a menu link for UAC

The two types of users that the UAC console provisions - Delegated Administrators and Standard Users

- Delegated Administrators are users that have registered using a secure PIN process to have authority for a particular OrgID, NPI or Chain Code. They access the UAC console once registered to manage and provision their standard users.
- Standard Users are created and are assigned their access by administrators using the UAC Console (for the financial portal, standard users that have 835 file access are referred to as “receivers”. Standard users do not have access to the UAC console.

Providers register for access using three types of organization ID (orgID):

NPI: An NPI is a unique identification number for covered health care providers. Covered health care providers and all health plans and health care clearinghouses must use the NPIs in the administrative and financial transactions adopted under HIPAA. The NPI is a 10-position, intelligence-free numeric identifier (10-digit number).

Chain Code: NCPDP allows Provider organizations to create and maintain a chain code entry in the NCPDP database that creates a single orgID/NPI record that has multiple orgID/NPIs associated to it. Magellan uses this chain code so that UAC Delegated Administrators can assign a single chain code entry to their standard user accounts that will provide access to retrieve specific financial remittance information for all of the chain code affiliated NPIs. This is useful for users that need to have access to all of the organization's financial data without having to affiliate the individual org ID/NPIs to their account. The only use of this chain code at the present time is for remittance retrieval in MRxPay and will not function in any other capacity. Chain codes are treated the same as an individual NPI for registration purposes. Chain codes are usually 3 characters in length and can be alphanumeric. Note that chain codes will NOT allow a delegated administrator to assign any user rights for the individual NPIs associated under the chain code. ***IMPORTANT NOTE: When registering a chain code, this code would only be applicable within the financial area only. This will not provide access to the individual NPIs that roll up to the chain code.***

Keyword: A keyword is a specific code created by Magellan and used by manufacturers for invoicing purposes. A keyword will have labeler codes associated to it for invoicing purposes only.

In order for Providers to get access, they will need to request a PIN(s), register with those PIN(s) and create any standard users for the organizations for which they have registered authority.

SECTION 1 - REGISTERING TO BECOME A DELEGATED ADMINISTRATOR WITH AUTHORITY:

1. Open the User Administration Console (UAC) page by entering <https://uac.magellanrx.com> in the address bar of your web browser. The UAC Home screen appears.
2. Click the Register widget.



3. Complete the required fields on the screen. This is where you populate the fields with your contact information. The required fields are marked with a red asterisk (*).

Please fill out the fields below to register

Indicates required field *

First Name *
Organization

Last Name *
DelAdmin

Work Phone *
(212) 555 - 1212

Organization Type *
Provider

State *
Medi-Cal

Id Type *
NPI

Organization Id/NPI *
8888888814

VALIDATE ORG

4. After the required fields are entered, click the Validate Org button; if the OrgID/NPI/Chain Code/Keyword is on the provider file, the data will fill in the grid below¹.

Please fill out the fields below to register

Indicates required field *

First Name *
Organization

Last Name *
DelAdmin

Work Phone *
(212) 555 - 1212

Organization Type *
Provider

State *
Medi-Cal

Id Type *
NPI

Organization Id/NPI *
8888888814

VALIDATE ORG

Org Id/NPI ↑	Owner ID	Context(s)	Name	Address	City	State	Zip	Alt Address	Discard
NPI : 8888888814		California Pharmacy Context	Test Pharmacy 14	14 Test Data Trce	Magellan Health	CA	88888	Alt address	

Rows per page: 5 1-1 of 1

After you have completed entering your Organization information, you will need to select the VALIDATE ORG button to retrieve the information for the application. If you have multiple Organizations, you should enter each separately and ensure to validate each before submitting in order to avoid having to complete multiple registrations. PIN letters will be mailed to the address of record on the NCPDP registration. If the address is not correct, click the "Alt Address" link for further instructions. If you do not wish to request a PIN for an Organization in your list of retrieved data, use the trash can icon to discard that line. Once you have completed the application with all of the Organizations listed, select the SUBMIT button. If you wish to discard the application, select CANCEL.

SUBMIT

CANCEL

- Continue entering and validating as many OrgID/NPI/Chain Code/Keywords as necessary (up to a limit of 50²) then click Submit. A letter with a PIN number will be sent to the address on file for each Organization ID you requested. If you need to have the letters sent to an address other than the one returned on the screen, you will need to complete the Alt Address process by checking the Alt Address box for EVERY line before submitting as shown in the graphic below⁴.

Please fill out the fields below to register

New User Information Indicates required field *

First Name * Organization
 Last Name * DelAdmin
 Work Phone * (212) 555 - 1212

Organization Validation

Organization Type * Provider
 State * Medi-Cal
 Id Type * NPI

Organization Id/NPI * VALIDATE ORG

Org Id/NPI ↑	Owner ID	Context(s)	Name	Address	City	State	Zip	Alt Address	Discard
NPI : 8888888814		California Pharmacy Context	Test Pharmacy 14	14 Test Data Trce	Magellan Health	CA	88888	<input checked="" type="checkbox"/> Alt address	
NPI : 8888888815	888888881501	California Pharmacy Context	Test Pharmacy 15	15 Test Data Turnpike	Magellan Health	CA	88888	<input checked="" type="checkbox"/> Alt address	

Rows per page: 5 1-2 of 2

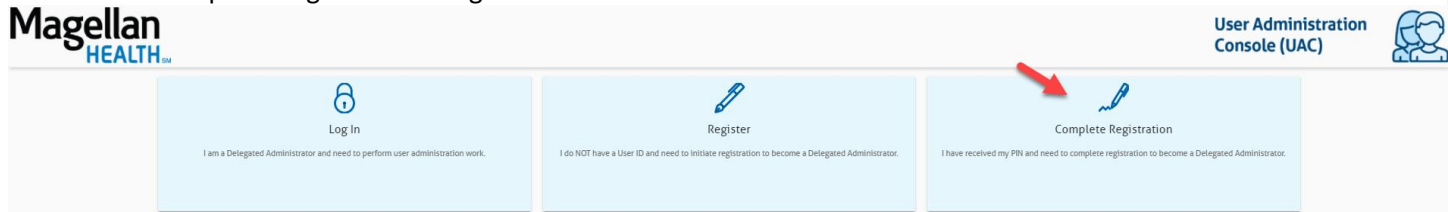
After you have completed entering your Organization information, you will need to select the VALIDATE ORG button to retrieve the information for the application, if you have multiple Organizations, you should enter each separately and ensure to validate each before submitting in order to avoid having to complete multiple registrations. PIN letters will be mailed to the address of record on the NCPDP registration. If the address is not correct, click the "Alt Address" link for further instructions. If you do not wish to request a PIN for an Organization in your list of retrieved data, use the trash can icon to discard that line. Once you have completed the application with all of the Organizations listed, select the SUBMIT button. If you wish to discard the application, select CANCEL.

SUBMIT
CANCEL

PIN letters are generated on the day the request is made and sent out via the US Postal mail; Magellan cannot be responsible for mail that is lost, stolen or otherwise not received.

When the PIN letter is received (there will be one for each OrgID/NPI/Chain Code/Keyword requested):

- Open the User Administration Console (UAC) page by entering <https://uac.magellanrx.com> in the address bar of your web browser. The UAC Home screen appears.
- Click on the Complete Registration widget.



- This next screen you will use to create your login account. Complete the required fields on the New User Information portion of the screen; the required fields are marked with a red asterisk (*). *Make certain that you enter your email address is correct because this will become your login user ID.*

Please fill out the fields below to complete registration

New User Information Indicates required field *

First Name * Organization
 Last Name * DelAdmin
 User Id (Email) * organizationdeladmin2@nomail.com
 Re-Enter User Id (Email) * organizationdeladmin2@nomail.com

Phone * (212) 555 - 1212
 Fax (212) 555 - 1212

Password * 9
 Re-enter Password * 9

RESEND CONFIRMATION EMAIL

- Select the Organization Type, State, ID Type then the OrgID/NPI/Chain Code/Keyword and PIN number combination from the letter and click VALIDATE ORG.

Organization Validation

Organization Type State Id Type

Organization Id/NPI

- If the information entered is correctly entered the grid will populate with the provider data on file.

Organization Validation

Organization Type State Id Type

Organization Id/NPI Pin

Org Id/NPI	Owner Id	Context(s)	Name	Address	City	State	Zip	Discard
NPI : 8888888814		California Pharmacy Context	Test Pharmacy 14	14 Test Data Trce	Magellan Health	CA	88888	<input type="button" value="Discard"/>

Rows per page: 1-1 of 1

If you do not wish to register with an organization listed above, use the trash can to discard that organization. Enter another Organization ID/NPI and PIN to validate or click Submit to complete PIN Registration for the Organization(s) listed above. Click Cancel to discontinue the PIN Registration process.
 Password must be at least 8 characters long, contain a lowercase letter, an uppercase letter, a number, a special character (@!#%^&*?@+-), no parts of your username, and can not include your first name or last name.

- Continue to add all of the OrgID/NPI/Chain Code/Keyword and PIN combinations from the letters you received (you can enter up to the 50 limit on this submission). When you have finished and are ready, click SUBMIT.

Organization Validation

Organization Type State Id Type

Organization Id/NPI Pin

Org Id/NPI	Owner Id	Context(s)	Name	Address	City	State	Zip	Discard
NPI : 8888888814		California Pharmacy Context	Test Pharmacy 14	14 Test Data Trce	Magellan Health	CA	88888	<input type="button" value="Discard"/>
NPI : 8888888815	888888881501	California Pharmacy Context	Test Pharmacy 15	15 Test Data Turnpike	Magellan Health	CA	88888	<input type="button" value="Discard"/>

Rows per page: 1-2 of 2

If you do not wish to register with an organization listed above, use the trash can to discard that organization. Enter another Organization ID/NPI and PIN to validate or click Submit to complete PIN Registration for the Organization(s) listed above. Click Cancel to discontinue the PIN Registration process.
 Password must be at least 8 characters long, contain a lowercase letter, an uppercase letter, a number, a special character (@!#%^&*?@+-), no parts of your username, and can not include your first name or last name.

- An email containing an activation link will be sent to the email address entered on the registration form.



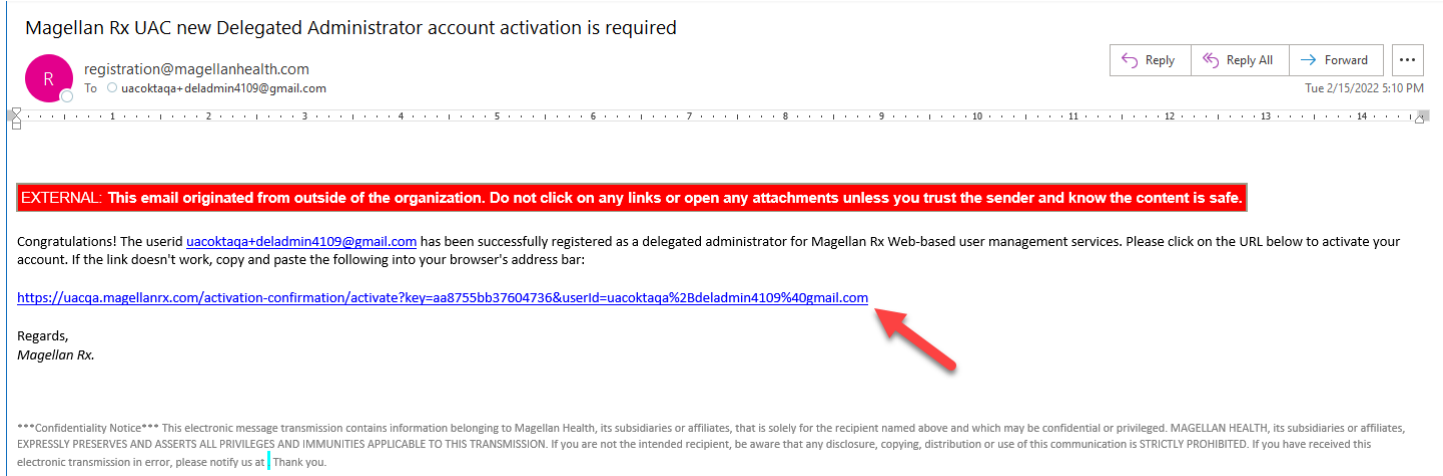
User Administration Console (UAC)



PIN Registration Confirmation

An email containing an activation link will be sent to organizationdeladmin@nomall.com. After you click on the activation link, a confirmation screen will appear in your browser window letting you know that you have been successfully added to our directory. The confirmation screen will also contain a link which will direct you to the full-featured application, requiring you to enter your User ID and password. After successfully logging in, you will be able to manage all facets of the Users, Roles and Organizations associated with the Organization ID(s) you registered.

13. Click the activation link in the email to activate your account in Okta.



14. After you click the activation link, a Confirmation screen appears in your browser window, indicating that you have been successfully added to the directory. If you do not see this message, your account has not been activated and you will not be able to log in. The Confirmation screen also contains a link that directs you to the full-featured UAC application. Here you will be able to create accounts for Non-Administrative Users within your pharmacy or prescriber's office.



For Delegated Administrators, the following roles are automatically assigned on account activation³:

- UAC Delegated Administrator (the user management console for UAC)
- Provider Portal (Provider user information and tools at Magellan)
- Saba Training (training, instructional materials and user guides)

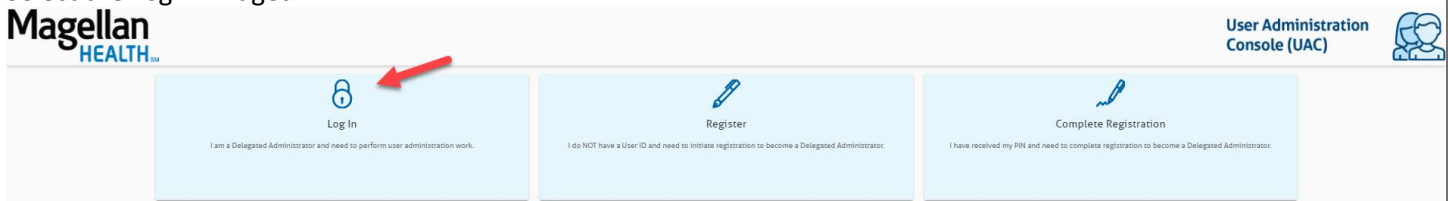
If you need to have financial file access (835) or web claims submission roles you will need to self-provision those on your own account (see the next section, "Delegated Administrator Self Provisioning").

SECTION 2 - DELEGATED ADMINISTRATOR ACCOUNT SELF PROVISIONING

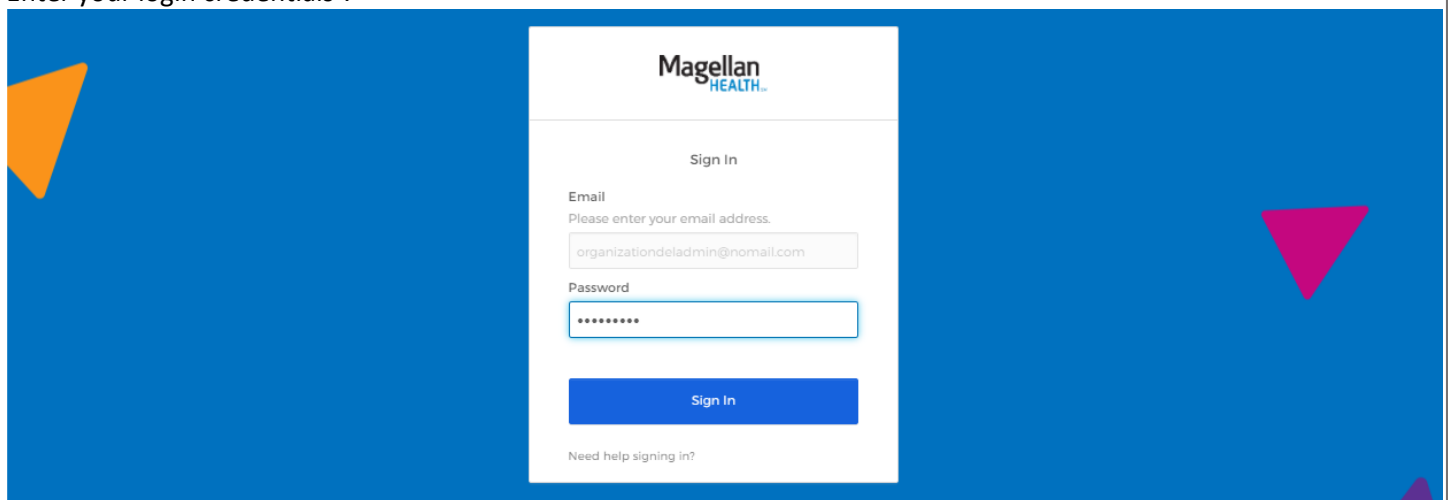
You will also need to assign your own access privileges to any financial application(s) available. If you do not complete this step, you will not be able to access the applications with your user ID. To provision your own account follow the steps below.

1. Click the User Administration Console (UAC) hyperlink on the Medi-Cal Rx Web Portal (<https://medi-calrx.dhcs.ca.gov/provider>) or go directly to the UAC site by entering <https://uac.magellanrx.com> in the address bar of your web browser. The UAC Home screen appears.

2. Select the Log In widget.



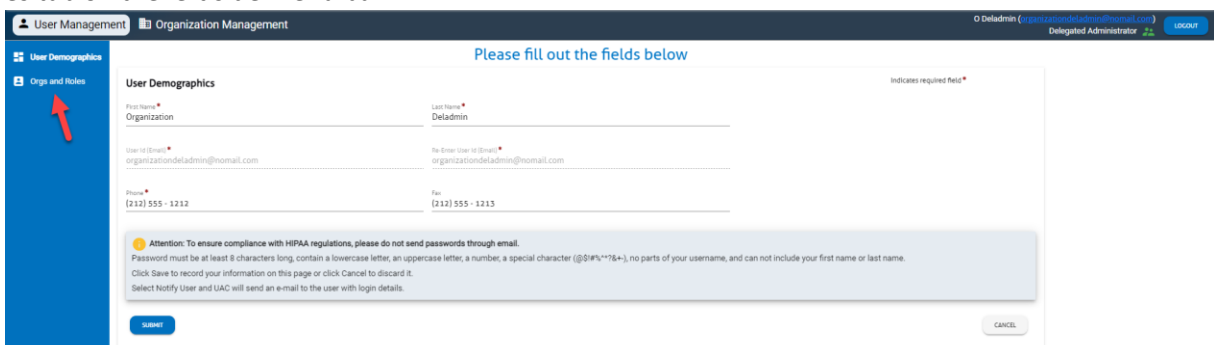
3. Enter your login credentials⁵.



4. You will be taken to the secure UAC landing page (User Management). In the blue menu bar under the UAC logo you will see your name, login email account address (as a blue hyperlink) and your role under the Magellan Health logo. Click the blue email hyperlink to access your own account.



5. You will be taken to the User Demographics screen that will display your own account information. Select the Orgs and Roles tab on the left side menu bar.



- On the Orgs and Roles screen, select the radio button on an OrgID/NPI/Chain Code/Keyword and the blue informational box will populate. This box will show you the organization information and the currently assigned access roles

Selected User: Organization DeAdmin (organizationdeadmin@hotmail.com) Assigned Orgs: 2

Organizations

Name	Org ID/NPI	Owner ID	Type	Assigned	State	Context(s)	Remove
<input checked="" type="radio"/> Test Pharmacy 14	NPI: 8888888814	888888881401	Provider	Yes	Medi-Cal	California Pharmacy Content	
<input type="radio"/> Test Pharmacy 15	NPI: 8888888815	888888881501	Provider	Yes	Medi-Cal	California Pharmacy Content	

Rows per page: 5 1-2 of 2

Role Assignments

Applications: Applications

Select to see roles

Role (User Group ID)	Description
No data available	

Rows per page: 5 1-1 of 1

SAVE CANCEL

Selected Organization:
 ID: 8888888814
 Type: NPI
 Name: Test Pharmacy 14

User Roles Currently Assigned:
 Saba Training
 UAC Delegated Administrator
 Provider Portal

- To assign Financial Portal role⁶, select the Finance Portal from the Applications drop down menu and check the box in front of the desired option. *If you do not require Web Claim Submission role(s), click the SAVE button and skip step 8; if you will, proceed to step 8 and wait to SAVE. You are required to attest when assigning financial roles to any user, including yourself; follow the screen prompts for guidance.*

Role Assignments

Applications: Financial Portal

Select to see roles

Role (User Group ID)	Description
<input type="checkbox"/> 835 File Access	Able to have access to download 835 file.
<input checked="" type="checkbox"/> Finance Portal Full Access	Able to have full access to financial information and medical insurance payment explanation.

Rows per page: 5 1-2 of 2

SAVE CANCEL

Selected Organization:
 ID: 8888888814
 Type: NPI
 Name: Test Pharmacy 14

User Roles Currently Assigned:
 Saba Training
 UAC Delegated Administrator
 Provider Portal

- If you wish to have access to the web claim application, select the Web Claim Submission application from the Applications drop down menu and check the box in front of the desired option; click SAVE when complete.

Role Assignments

Applications: Web Claim Submission

Select to see roles

Role (User Group ID)	Description
<input checked="" type="checkbox"/> Web Claim Submission Access	Able to submit claims (includes reversal and resubmissions).

Rows per page: 5 1-1 of 1

SAVE CANCEL

Selected Organization:
 ID: 8888888814
 Type: NPI
 Name: Test Pharmacy 14

User Roles Currently Assigned:
 Saba Training
 UAC Delegated Administrator
 Provider Portal

- Repeat steps 6-8 until all OrgID/NPI/Chain Code/Keyword(s) you wish to assign roles and access to for your account has been completed.

Your account is now fully provisioned and ready to access the Magellan portals and applications selected. You will also be able to use the UAC console to create Standard Users for the OrgID/NPI/Chain Code/Keyword(s) you have authority for (see Section 4 – Creating Standard User Accounts).

NOTE: You will be required to set up a multi-factor authentication method (MFA) upon your first login.

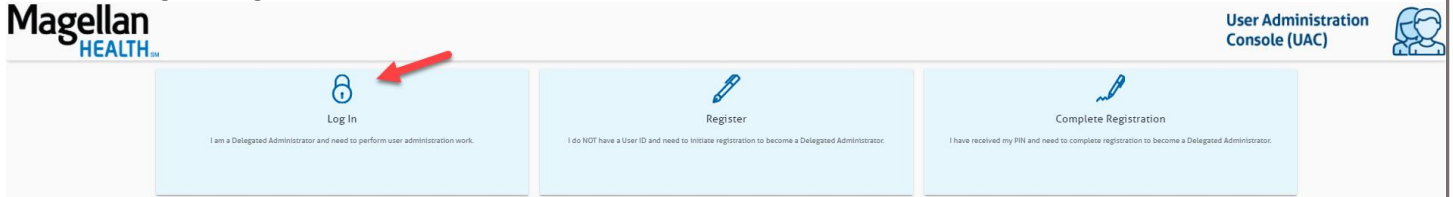
SECTION 3: Adding additional OrgID/NPI/Chain Code/Keywords to your existing Delegated Administrator account:

This section is only relevant if you need to add additional OrgID/NPI/Chain Code/Keywords to your account. If you do NOT require this, you can skip this section.

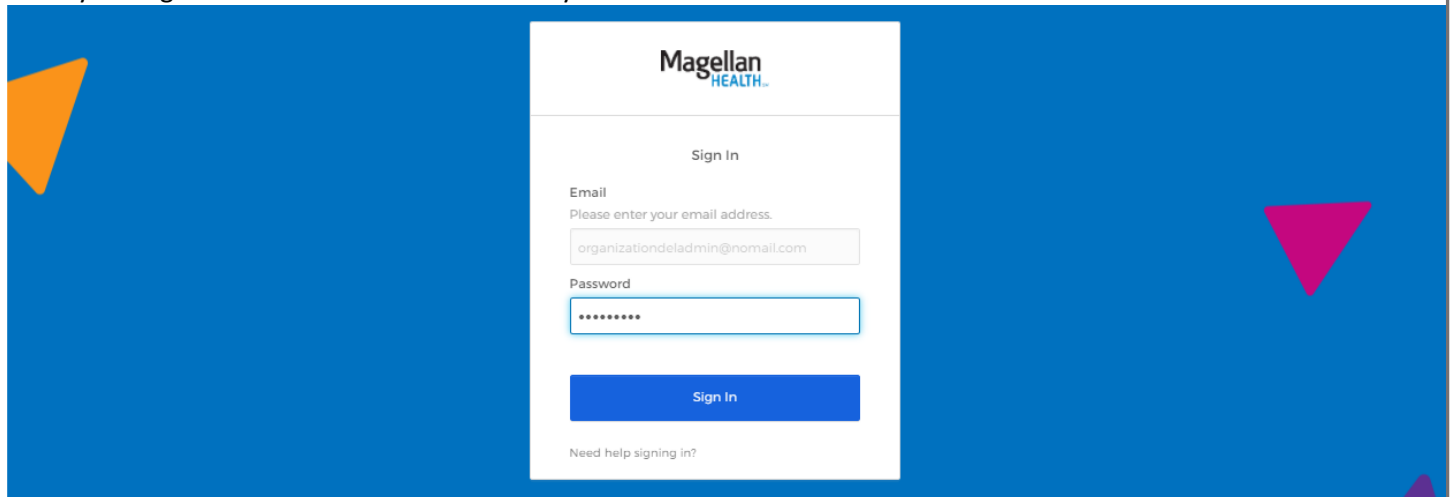
There are multiple ways to access the UAC console; any one of the links below can be used.

1. Click the User Administration Console (UAC) hyperlink on the Medi-Cal Rx Web Portal (<https://medi-calrx.dhcs.ca.gov/provider>), go directly to the UAC site (<https://uac.magellanrx.com>) and select the tile named User Administration Console (UAC). The UAC Home screen appears.

2. Select the Log In widget.



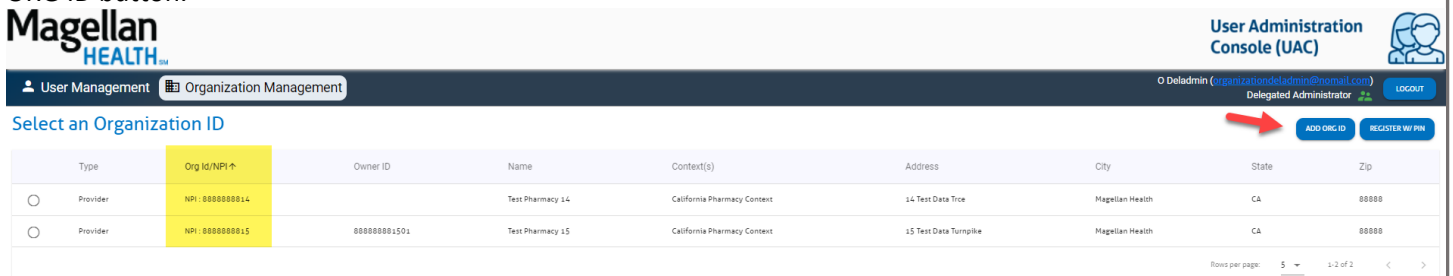
3. Enter your login credentials and MFA secondary authentication method.



4. You will be taken to the secure UAC landing page (User Management). Click on the Organization Management tab on the top blue menu bar.



5. You will see a list of all of the OrgID/NPI/Chain Code/Keywords you have authority for on this account. Select the ADD ORG ID button.



- After the required fields are entered, click the Validate Org button; if the OrgID/NPI/Chain Code/Keyword is on the provider file, the data will fill in the grid below¹.

Please fill out the fields below

Organization Validation

Organization Type* Provider State* Medi-Cal NPI* NPI

Organization ID/NPI* 888888813

VALIDATE ORG

Indicates required field* Total number of assigned Organizations: 2

- Continue entering and validating as many OrgID/NPI/Chain Code/Keywords as necessary (up to a limit of 50 on your account; this includes any existing OrgID/NPI/Chain Code/Keywords you have authority for) then click Submit. A letter with a PIN number will be sent to the address on file for each Organization ID you requested. If you need to have the letters sent to an address other than the one returned on the screen, you will need to complete the Alt Address process by checking the Alt Address box for EVERY line before submitting as shown in the graphic below³.

Please fill out the fields below

Organization Validation

Organization Type* Provider State* Medi-Cal NPI* NPI

Organization ID/NPI* VALIDATE ORG

OrgID/NPI	Owner ID	Contact(s)	Name	Address	City	State	Zip	Alt Address	Discard
NPI: 888888812	88888881201	California Pharmacy Contact	Test Pharmacy 12	12 Test Data Road	Magellan Health	CA	88888	<input checked="" type="checkbox"/> Alt Address	
NPI: 888888813	88888881301	California Pharmacy Contact	Test Pharmacy 13	13 Test Data Square	Magellan Health	CA	88888	<input checked="" type="checkbox"/> Alt Address	

Rows per page: 5 1-2 of 2

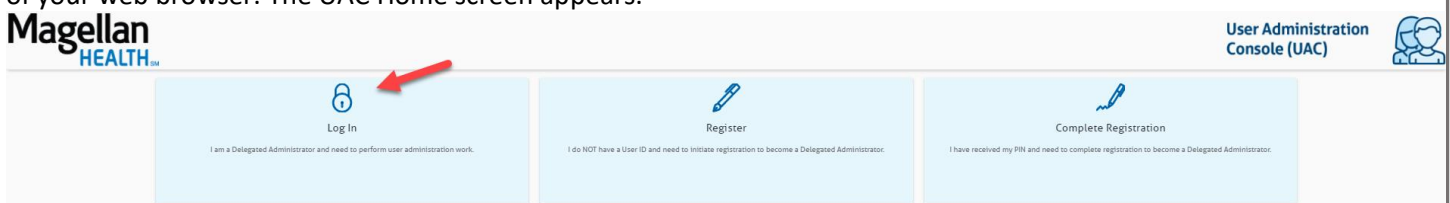
After you have completed entering your Organization information, you will need to select the VALIDATE ORG button to retrieve the information for the application. If you have multiple Organizations, you should enter each separately and ensure to validate each before submitting in order to avoid having to complete multiple registrations. PIN letters will be mailed to the address of record on the NCPDP registration. If the address is not correct, click the "Alt Address" link for further instructions. If you do not wish to request a PIN for an Organization in your list of retrieved data, use the trash icon to discard that line. Once you have completed the application with all of the Organizations listed, select the SUBMIT button. If you wish to discard the application, select CANCEL.

SUBMIT CANCEL

PIN letters are generated on the day the request is made and sent out via the US Postal mail; Magellan cannot be responsible for mail that is lost, stolen or otherwise not received.

When the PIN letter is received (there will be one for each OrgID/NPI/Chain Code/Keyword requested):

- Click the User Administration Console (UAC) hyperlink on the Medi-Cal Rx Web Portal (<https://medicalex.dhcs.ca.gov/provider>) or go directly to the UAC site by entering <https://uac.magellanrx.com> in the address bar of your web browser. The UAC Home screen appears.



- Enter your login credentials.

Magellan HEALTH

Sign In

Email

Please enter your email address.

organizationdeladmin@nomail.com

Password

Sign In

Need help signing in?

- You will be taken to the secure UAC landing page (User Management). Select the Organization Management tab. You will see a list of all of the OrgID/NPI/Chain Code/Keywords you have authority for on this account. Select the REGISTER W/PIN button.

Select an Organization ID

Type	Org ID/NPI ↑	Owner ID	Name	Context(s)	Address	City	State	Zip
<input type="radio"/>	Provider	NPI: 888888814	Test Pharmacy 14	California Pharmacy Context	14 Test Data Trce	Magellan Health	CA	88888
<input type="radio"/>	Provider	NPI: 888888815	Test Pharmacy 15	California Pharmacy Context	15 Test Data Turnpike	Magellan Health	CA	88888

- Select the Organization Type, State, ID Type then the OrgID/NPI/Chain Code/Keyword and PIN number combination from the letter and click VALIDATE ORG.

Please fill out the fields below to complete registration

Organization Validation

Organization Type: Provider, State: Medi-Cal, ID Type: NPI

Organization Id/NPI: 888888813, Pin: 33F17222u9

VALIDATE ORG

OrgId/NPI ↑	Owner ID	Context(s)	Name	Address	City	State	Zip	Discard
No data available								

- If the information entered is correctly entered the grid will populate with the provider data on file.

Please fill out the fields below to complete registration

Organization Validation

Organization Type: Provider, State: Medi-Cal, ID Type: NPI

Organization Id/NPI: (empty), Pin: (empty)

VALIDATE ORG

OrgId/NPI ↑	Owner ID	Context(s)	Name	Address	City	State	Zip	Discard
NPI: 888888812	88888881201	California Pharmacy Context	Test Pharmacy 12	12 Test Data Road	Magellan Health	CA	88888	<input type="checkbox"/>
NPI: 888888813	88888881301	California Pharmacy Context	Test Pharmacy 13	13 Test Data Square	Magellan Health	CA	88888	<input type="checkbox"/>

Submit

- Continue to add all of the OrgID/NPI/Chain Code/Keyword and PIN combinations from the letters you received (you can enter up to the 50 limit on this account). When you have finished and are ready, click SUBMIT.

Magellan HEALTH

User Administration Console (UAC)

PIN Registration Confirmation

Thank you for completing the PIN registration process. The organization(s) should now be available to you for administration.

The following roles have been automatically assigned to your account: UAC Delegated Administrator, Provider Portal, Saba Training. If you would like to change these, you can on your account but be advised that changes may affect your ability to access critical functionality.

HOME

14. The OrgID/NPI/Chain Code/Keyword(s) you registered will appear on your list of organizations that you have authority for in your Organization Management screen and also in the Orgs and Roles screen for user assignments.



User Management Organization Management

O Deladmin (organizationdeladmin@nomail.com) Delegated Administrator

LOGOUT

ADD ORG ID SUCCESSFUL MESSAGE

Select an Organization ID

Type	Org ID/NPI	Owner ID	Name	Comment(s)	Address	City	State	Zip
<input type="radio"/>	Provider NPI: 0000000000.02	0000000000.0201	Test Pharmacy 02	California Pharmacy Comment	02 Test Data Road	Magellan Health	CA	000000
<input type="radio"/>	Provider NPI: 0000000000.03	0000000000.0301	Test Pharmacy 03	California Pharmacy Comment	03 Test Data Square	Magellan Health	CA	000000
<input type="radio"/>	Provider NPI: 0000000000.04	0000000000.0401	Test Pharmacy 04	California Pharmacy Comment	04 Test Data Trice	Magellan Health	CA	000000
<input type="radio"/>	Provider NPI: 0000000000.05	0000000000.0501	Test Pharmacy 05	California Pharmacy Comment	05 Test Data Turnpike	Magellan Health	CA	000000

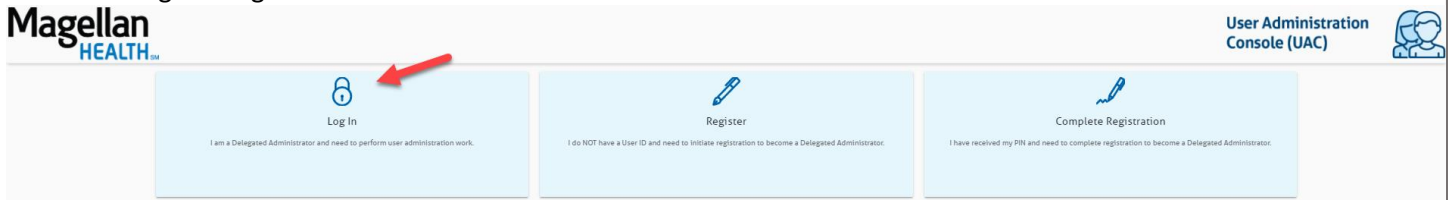
Rows per page: 10 20 50 100

- 1 If you enter your information and you receive an error message, you will need to contact support to ensure that you are properly enrolled in the participating Medicaid program.
- 2 User accounts are only allowed to have a maximum of 50 total OrgID/NPI/Chain Code/Keywords assigned to them. If you are a larger organization and have more than 50, you will need to have separate email accounts for each 50 you wish to administer and have authority for.
- 3 Removing autopreassigned roles may result in issues accessing critical functionality.
- 4 There are specific documentation requirements to complete for Magellan to send PIN letters to an address other than what is on our provider file. If you click the blue Alt Address link on the line next to the checkbox, you will get details on those and how to submit. Make certain that you have checked the box before submitting and send the documentation AFTER that. If the information on the provider file is not correct, you will need to contact the state agency to update as Magellan does not maintain this information.
- 5 The first time you log into the Magellan network, you will be required to set up a secondary multi-factor authentication method for increased security (this is outside of UAC). You will be asked for this secondary verification every time you log in.
- 6 CA DHCS requires that financial roles that grant access to any 835 files for any user need to go through an attestation check (this includes Delegated Administrators so you will need to attest for your own account if you assign these roles). This process will ask an employment question for the user being provisioned and is specific to the OrgID/NPI/Chain Code/Keyword selected. If an attestation acknowledgement is required, the system will pop up an attestation box with the legal language for review. At the bottom of this text is a checkbox and acknowledgment statement. You are required to check the box acknowledging that you are knowingly providing access to your financial information to the user being provisioned. If you cancel or choose not to acknowledge then financial roles will not be allowed to be assigned. This process is required for each OrgID/NPI/Chain Code/Keyword assigned so you may need to attest multiple times.

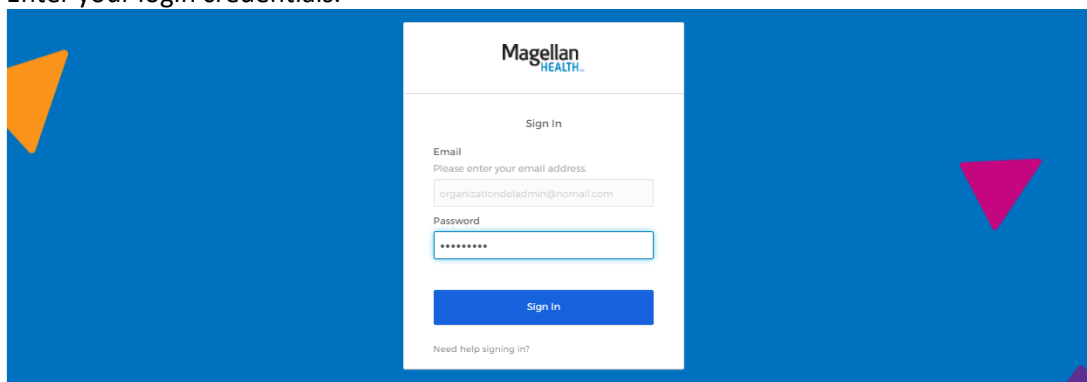
SECTION 4 – STANDARD USER PROVISIONING

1. Click the User Administration Console (UAC) hyperlink on the Medi-Cal Rx Web Portal (<https://med-calrx.dhcs.ca.gov/provider>) or go directly to the UAC site by entering <https://uac.magellanrx.com> in the address bar of your web browser. The UAC Home screen appears.

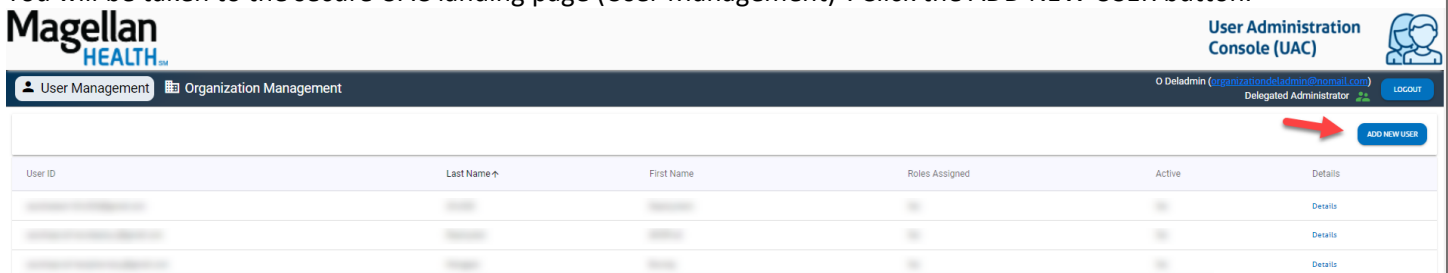
2. Select the Log In widget.



3. Enter your login credentials.



4. You will be taken to the secure UAC landing page (User Management)¹. Click the ADD NEW USER button.



5. You will be taken to the user demographics screen. Enter the required information (required fields are marked with a red asterisk (*)). Make certain that you enter the correct and valid email address for the user it will become the user's login account. If the user already has an existing Okta account, the system will prompt you to import the account, which will allow you to assign any OrgID/NPI/Chain Code/Keyword(s) under your authority and provision this account with permissions.² When all the required fields are complete, select SUBMIT.³

Please fill out the fields below

Indicates required field *

User Demographics

First Name* Standard Last Name* User

User ID (Email)* standarduser@nomail.com Password* Password*

Contact Email Address* standarduser@nomail.com Phone* (123) 555-1232 Fax* (123) 555-1232

Attention: To ensure compliance with HIPAA regulations, please do not send passwords through email.
Passwords must be at least 8 characters long, contain a lowercase letter, an uppercase letter, a number, a special character [!@#\$%^&*~?+-=], no parts of your username, and can not include your first name or last name.
Click Save to record your information on this page or click Cancel to discard it.
Select Notify User and UAC will send an e-mail to the user with login details.

Notify User
Send an e-mail to the user with login details.

6. By default, no OrgID/NPI/Chain Code/Keyword is assigned. You will need to select one and the Role Assignments menu will populate with the available portals and applications available for you to make assignments. When you select a radio button, the blue informational box will populate the organization information that you are making assignments for.

Selected User: Standard User (standarduser@nomail.com) Assigned Org's: 0

Organizations

Name	Org Id/NPI ↑	Owner ID	Type	Assigned	State	Context(s)	Remove
<input checked="" type="radio"/> Test Pharmacy 14	NPI : 8888888814		Provider	No	Medi-Cal	California Pharmacy Context	
<input type="radio"/> Test Pharmacy 15	NPI : 8888888815	888888881501	Provider	No	Medi-Cal	California Pharmacy Context	

Rows per page: 5 1-2 of 2

Role Assignments

Applications:

Select to see roles

Role (User Group ID)	Description
No data available	

Rows per page: 5

SAVE CANCEL

Selected Organization:
 ID: 8888888814
 Type: NPI
 Name: Test Pharmacy 14

User Roles Currently Assigned:

Standard User automatically provisioned roles will not be assigned unless you click SAVE with the OrgID/NPI/Chain Code selected. You can see the currently saved role assignments above.

7. Standard users are autopermisioned with two critical roles every user will need to have for basic access:

- Provider Portal (entry point for Provider users to access applications at Magellan)
- Saba Training (training, instructional materials and user guides)

If these are the only two roles they will require, you can select SAVE and those two roles will be assigned for the currently selected OrgID/NPI/Chain Code/Keyword (you will not need to select them from the Role Assignments menu) if the user has an available slot.² You will need to repeat this for each OrgID/NPI/Chain Code/Keyword you wish them to have access to.

Selected User: Standard User (standarduser@nomail.com) Assigned Org's: 1

Organizations

Name	Org Id/NPI ↑	Owner ID	Type	Assigned	State	Context(s)	Remove
<input checked="" type="radio"/> Test Pharmacy 14	NPI : 8888888814		Provider	Yes	Medi-Cal	California Pharmacy Context	
<input type="radio"/> Test Pharmacy 15	NPI : 8888888815	888888881501	Provider	No	Medi-Cal	California Pharmacy Context	

Rows per page: 5 1-2 of 2

Role Assignments

Applications:

Select to see roles

Role (User Group ID)	Description
No data available	

Rows per page: 5

SAVE CANCEL

Selected Organization:
 ID: 8888888814
 Type: NPI
 Name: Test Pharmacy 14

User Roles Currently Assigned:
 California Provider Portal
 Saba Training

Standard User automatically provisioned roles will not be assigned unless you click SAVE with the OrgID/NPI/Chain Code selected. You can see the currently saved role assignments above.

8. If you wish to make selections in addition to the autopreassigned roles, select the application or portal from the Role Assignments menu and assign the roles.⁴ You are permitted to remove autopreassigned roles.⁵

Selected User: Standard User (standarduser@nomail.com) Assigned Org's: 1

Organizations

Name	Org ID/NPI ↕	Owner ID	Type	Assigned	State	Context(s)	Remove
<input checked="" type="radio"/> Test Pharmacy 14	NPI: 8888888814		Provider	Yes	Medi-Cal	California Pharmacy Context	
<input type="radio"/> Test Pharmacy 15	NPI: 8888888815	888888881501	Provider	No	Medi-Cal	California Pharmacy Context	

Rows per page: 5 1-2 of 2

Role Assignments

Applications: Web Claim Submission

Select to see roles

Role (User Group ID)	Description
<input checked="" type="checkbox"/> Web Claim Submission Access	Able to submit claims (includes reversals and resubmissions)

Rows per page: 5 1-1 of 1

Selected Organization:
 ID: 8888888814
 Type: NPI
 Name: Test Pharmacy 14

User Roles Currently Assigned:
 California Provider Portal
 Saba Training
 Web Claim Submission Access

Standard User automatically provisioned roles will not be assigned unless you click SAVE with the OrgID/NPI/Chain Code selected. You can see the currently saved role assignments above.

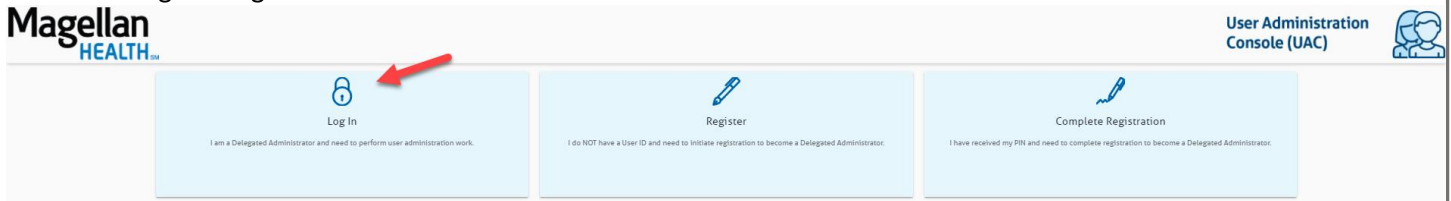
- 1 An OrgID/NPI/Chain Code/Keyword can have multiple delegated administrators sharing authority. UAC is structured to allow any delegated administrator with authority to see all users for any registered with authority to your account but will only allow you to edit standard users – other delegated administrators will be view only (no changes will be permitted to be saved).
- 2 User accounts are only allowed to have a maximum of 50 total OrgID/NPI/Chain Code/Keywords assigned to them. If you are a larger organization and have more than 50, you will need to have separate email accounts for each 50 you wish to administer and have authority for.
- 3 By default, users you create will receive a secure email with the user ID and password you assign to them. They can change the password by clicking the “Need Help Logging In” on the Okta login screen and following the instructions. All users are required to set up and use a multifactor authentication method (MFA); the system will prompt your users to set this up on first login.
- 4 CA DHCS requires that financial roles that grant access to any 835 files for any user need to go through an attestation check (this includes Delegated Administrators so you will need to attest for your own account if you assign these roles). This process will ask an employment question for the user being provisioned and is specific to the OrgID/NPI/Chain Code/Keyword selected. If an attestation acknowledgement is required, the system will pop up an attestation box with the legal language for review. At the bottom of this text is a checkbox and acknowledgment statement. You are required to check the box acknowledging that you are knowingly providing access to your financial information to the user being provisioned. If you cancel or choose not to acknowledge then financial roles will not be allowed to be assigned. This process is required for each OrgID/NPI/Chain Code/Keyword assigned so you may need to attest multiple times
- 5 Removing autopreassigned roles may result in issues accessing critical functionality.

SECTION 5 – REMOVING A STANDARD USER

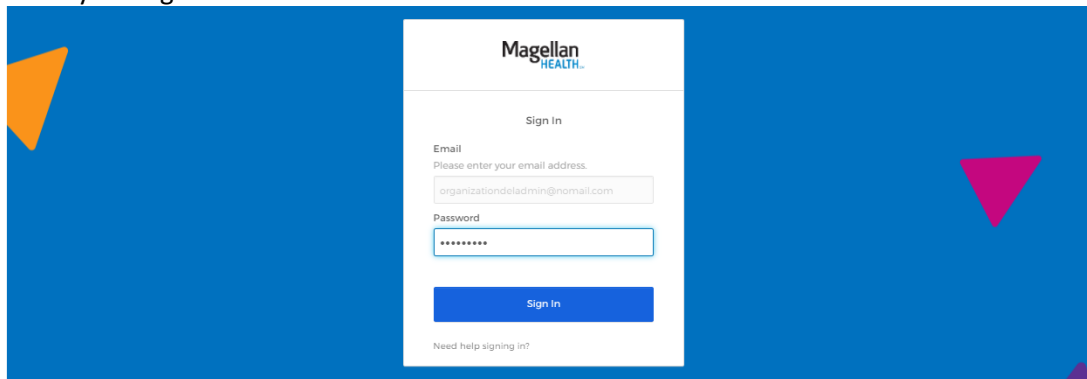
User accounts are not removed but you are permitted to remove them from your OrgID/NPI/Chain Code/Keyword(s).

1. Click the User Administration Console (UAC) hyperlink on the Medi-Cal Rx Web Portal (<https://med-calrx.dhcs.ca.gov/provider>) or go directly to the UAC site by entering <https://uac.magellanrx.com> in the address bar of your web browser. The UAC Home screen appears.

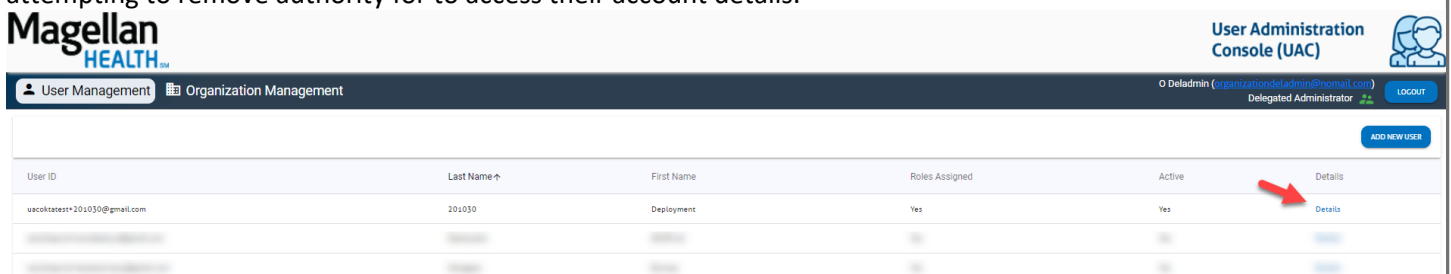
2. Select the Log In widget.



3. Enter your login credentials.



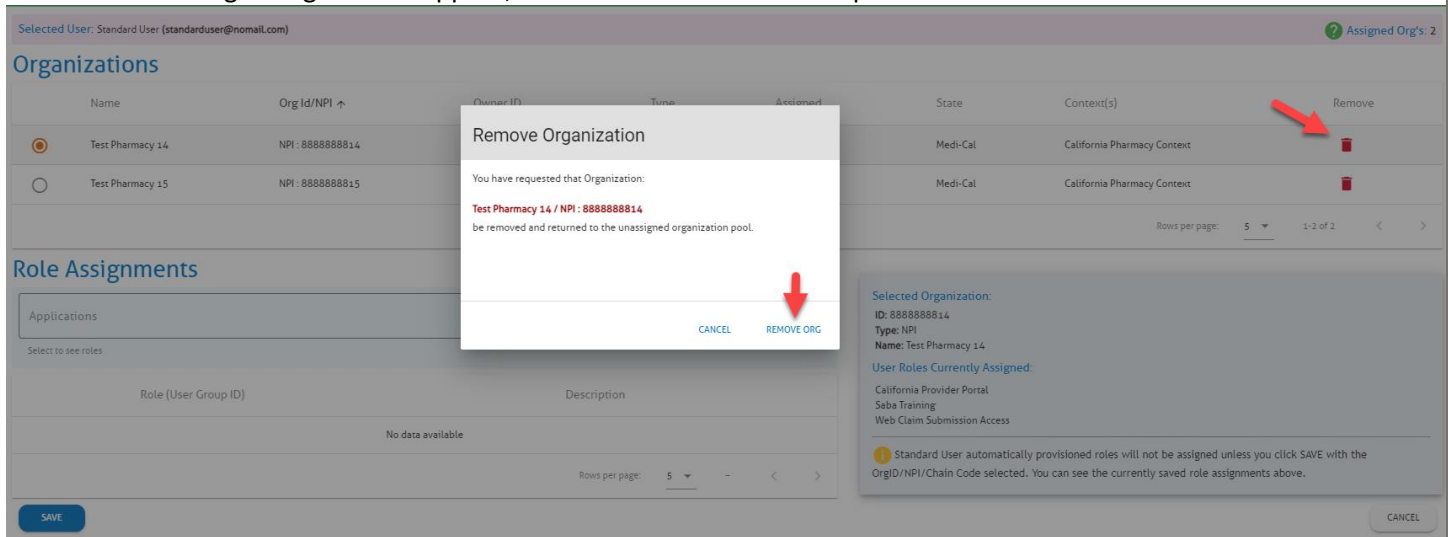
4. You will be taken to the secure UAC landing page (User Management). Click the Details hyperlink of the user you are attempting to remove authority for to access their account details.¹



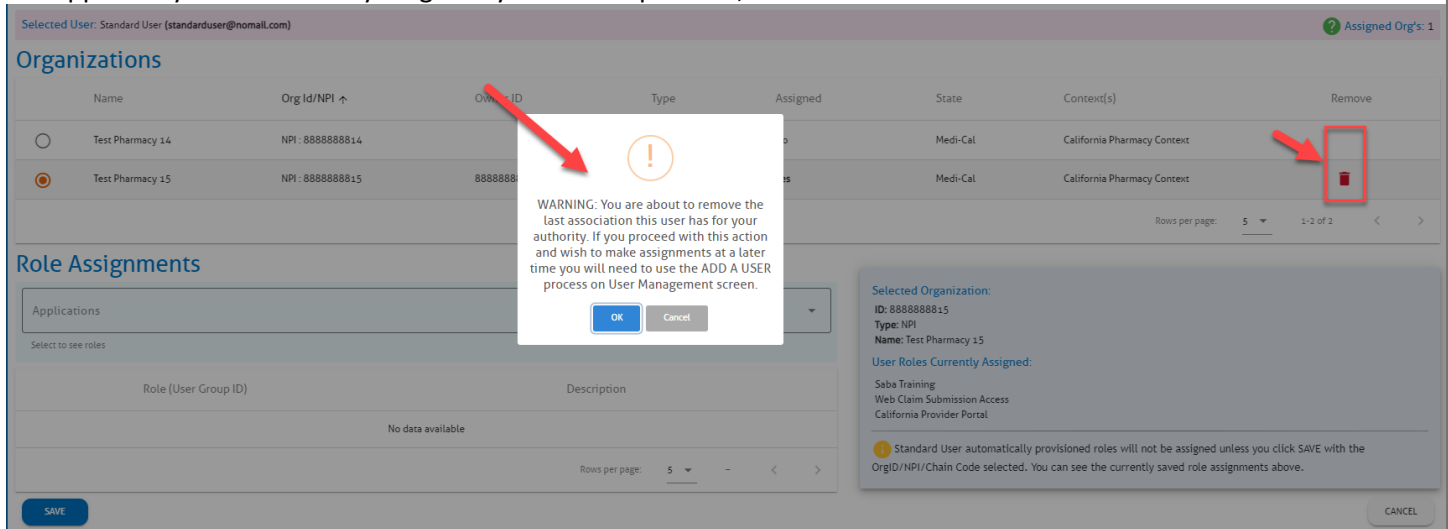
5. Select the Orgs and Roles option from the left side menu.



6. You will see the OrgID/NPI/Chain Code/Keyword(s) for which you have authority. If the user has access to the organization you will see a red trash can icon at the end of the line. To remove the user from access, select the trash can icon. A warning dialog box will appear; select REMOVE ORG to complete the action.



7. Repeat step 7 for every OrgID/NPI/Chain Code/Keyword you wish to remove from the user. If you remove the last one assigned under your authority, you will receive a warning stating that if you remove the last one the user will not appear in your user list any longer. If you wish to proceed, select the OK button.



- ¹ Keep in mind that you will only be able to alter standard users for OrgID/NPI/Chain Code/Keyword(s) that you have authority for. If you need to remove another Delegated Administrator, there is a specific process that requires documentation to be submitted. Email uacsupport@magellanhealth.com to request that process documentation.