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 <u>https://uac.magellanrx.com</u>
- 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 <u>https://uac.magellanrx.com</u> in the address bar of your web browser. The UAC Home screen appears.

2.	Click the Re Magellan	egister widget. I		User Administrat Console (UAC)	ion
		Cog In I am a Delegated Administration and need to perform user administration wave.	Register 1 do NOT have a User ID and need to initiate registration to became a Delegated Administration.	Complete Registration These received my PNI and read to complete registration to become a Delegated Administration	

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		
New User Information			Indicates required field *
First Name * Organization	Larr Name * Del/Admin	Work Phone * (212) 555 - 1212	
Organization Validation			
Organization Type* Provider	State• Medi-Cal •	Id Type* NPI	*
Organization Id/NPI * 88888888814	VALIDATE ORC		

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 th	e fields below	to register				
w User Informatic	n							Indicates required field	•
t Name * ganization			Last Name * DelAdmin			Work Phone* (212) 555 - 1212			
ganization Validat	tion								
anization Type * Wider		*	_{State} • Medi-Cal		-	Id Type* NPI			
anization Id/NPI* 888888814			VALIDATE ORG						
Org Id/NPI↑	Owner ID	Context(s)	Name	Address	City	State	Zip	Alt Address	Discard
NPI:888888814		California Pharmacy Context	Test Pharmacy 14	14 Test Data Trce	Magellan Health	CA	88888	C Alt address	ŧ
							Rows per page:	5 🔻 1-1 of	1 <

5. 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.

Name * anization								Indicates required field	•
			Last Name * DelAdmin		(212)	one* 555 - 1212			
zanization Validation									
nization Type* vider		.	_{State} * Medi-Cal		← NPI	•			
anization 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	Alt address	ŧ
NPI:8888888815	888888881501	California Pharmacy Context	Test Pharmacy 15	15 Test Data Turnpike	Magellan Health	CA	88888	Alt address	Î
							Rows per page:	5 🖛 1-2 of 2	<

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

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

Magellan			User Administratio Console (UAC)	
	Log In	Register I do NOT have a User ID and need to initiate regionation to become a Delegated Administrator.	Complete Registration	

8. 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 regis	tration
New User Information		Indicates required field *
First Name * Organization	Last Name DelAdmin	RESERV CONFIRMATION EMAIL
User Id (Email) * organizationdeladmin2@nomail.com	Ba-Enter User Id [Email] * organizationdeladmin2@nomail.com	
Password *	Pe-enter Password *	
Phone [®] (212) 555 - 1212	_{Fax} (212) 555 - 1212	
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9. 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 Type * Provider		State* ✓ Medi-Cal			Id Type* → NPI			
Organization Id/NPI *								
8888888814		VALIDATE C	DRG					
the informat	ion entered	l is correctly entered	the grid will po	pulate with the	e provider data	a on file.		
Organization Validatio	n		0 1					
Organization Type *		State •			ld Type *			
Provider		▼ Medi-Cal			* NPI			
		Pin "			VALIDATE ORG			
Organization Id/NPI *								
Organization Id/NPI * Org Id/NPI↑	Owner Id	Context(s)	Name	Address	City	State	Zip	Discard
Organization Id/NPI * Org Id/NPI ↑ NPI : 8888888814	Owner Id	Context(s) California Pharmacy Context	Name Test Pharmacy 14	Address 14 Test Data Trce	City Magellan Health	State CA	Zip 88888	Discard
Organization Id/NPI ♥ Org Id/NPI ↑ NPI : 8888888814	Owner Id	Context(s) California Pharmacy Context	Name Test Pharmacy 14	Address 14 Test Data Trce	City Magellan Health	State CA Rows per pag	Zip 88888 8: 5 💌 1-10	Discard
Organization Id/NPI ♥ Org Id/NPI ↑ NPI : 8888888914	Owner Id	Context(s) California Pharmacy Context	Name Test Pharmacy 14	Address 14 Test Data Trce	City Magellan Health	State CA Rows per pag	Zip 88888 8: <u>5 •</u> 2-1 of	Discard f1 <
Organization Id/NPI ♥ Org Id/NPI ↑ NPI : 8888888914 If you do not wish to regis	Owner Id ter with an organization l	Context(s) California Pharmacy Context Listed above, use the trash can to discard th	Name Test Pharmacy 14 nat organization. Enter another (Address 14 Test Data Trce Drganization ID/NPI and PIN to	City Magellan Health validate or click Submit to co	State CA Rows per pag	Zip 88888 E: <u>5 •</u> 1-1 of tion for the Organizat	Discard
Organization Id/NPI ♥ Org Id/NPI ↑ NPI : 8888888814 If you do not wish to regis Click Cancel to discontinu	Owner Id ter with an organization I e the PIIR Registration pro	Context(s) California Pharmacy Context Listed above, use the trash can to discard th ocess.	Name Test Pharmacy 14 nat organization. Enter another (Address 14 Test Data Trce Organization ID/NPI and PIN to	City Magellan Health validate or click Submit to co	State CA Rows per pag	Zip 88888 8: <u>5 •</u> 1-10 ⁰ tion for the Organizat	Discard f 1 < tion(s) listed

11. 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

ganization Id/NPI *		Pin *			VALIDATE ORG			
Org Id/NPI↑	Owner Id	Context(s)	Name	Address	City	State	Zip	Discard
NPI:888888814		California Pharmacy Context	Test Pharmacy 14	14 Test Data Trce	Magellan Health	CA	88888	
NPI:888888815	88888881501	California Pharmacy Context	Test Pharmacy 15	15 Test Data Turnpike	Magellan Health	CA	88888	
						Rows per page:	5 💌 1-2 of	2 < >
f you do not wish to reg Click Cancel to discontir Password must be at lea	ister with an organization li ue the PIN Registration proc st 8 characters long, contain	sted above, use the trash can to disc cess. a lowercase letter, an uppercase let	ard that organization. Enter another ter, a number, a special character (@	Organization ID/NPI and PIN to va)\$!#%^???+-), no parts of your u	alidate or click Submit to com sername, and can not include	plete PIN Registratio your first name or la	on for the Organizati 1st name.	ion(s) listed above.

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

Magellan	User Administration Console (UAC)	Q
PIN Registration Confirmation		
An email containing an activation link will be sent to arganizationdeladmin@nomail.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 dire also contain a link which will direct you to the full-featured application, requiring you to enter your User ID and password. After successfully adging in, you will be able to manage all facets of the Users, Roles and Organizations associated with the Organi	ectory. The confirmation screen will ization ID(s) you registered.	
HOME		
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Magellan Rx UAC new Delegated Administrator	account activation is required			
registration@magellanhealth.com To uacoktaqa+deladmin4109@gmail.com			S Reply Reply A	II → Forward Tue 2/15/202
		10 11	12 1	3 · · · 1 · · · 14
EXTERNAL: This email originated from outside of the orga	nization. Do not click on any links or open any attachments unless	you trust the sender and know	w the content is safe.	
EXTERNAL: This email originated from outside of the orga	nization. Do not click on any links or open any attachments unless	you trust the sender and know	w the content is safe.	helow to activate
EXTERNAL: This email originated from outside of the orga Congratulations! The userid <u>uacoktaga+deladmin4109@gmail.com</u> h account. If the link doesn't work, copy and paste the following into yu	nnization. Do not click on any links or open any attachments unless has been successfully registered as a delegated administrator for Magellan Rx your browser's address bar:	you trust the sender and know	w the content is safe. rices. Please click on the URL	below to activate
EXTERNAL: This email originated from outside of the orga Congratulations! The userid <u>uacoktaqa+deladmin4109@gmail.com</u> h account. If the link doesn't work, copy and paste the following into yu	nization. Do not click on any links or open any attachments unless has been successfully registered as a delegated administrator for Magellan Rx your browser's address bar:	you trust the sender and know	w the content is safe. rices. Please click on the URL	below to activate
EXTERNAL: This email originated from outside of the orga Congratulations! The userid <u>uacoktaqa+deladmin4109@gmail.com</u> h account. If the link doesn't work, copy and paste the following into yu https://uacqa.magellanrx.com/activation-confirmation/activate?key:	nization. Do not click on any links or open any attachments unless has been successfully registered as a delegated administrator for Magellan Rx your browser's address bar: <u>=aa8755bb37604736&userid=uacoktaqa%2Bdeladmin4109%40gmail.com</u>	you trust the sender and know	w the content is safe. rices. Please click on the URL	below to activate
EXTERNAL: This email originated from outside of the orga Congratulations! The userid <u>uacoktaqa+deladmin4109@gmail.com</u> h account. If the link doesn't work, copy and paste the following into yu https://uacqa.magellanrx.com/activation-confirmation/activate?key: Regards,	nization. Do not click on any links or open any attachments unless has been successfully registered as a delegated administrator for Magellan Rx your browser's address bar: <u>=aa8755bb37604736&userid=uacoktaqa%2Bdeladmin4109%40gmail.com</u>	you trust the sender and know	w the content is safe. rices. Please click on the URL	below to activate
EXTERNAL: This email originated from outside of the orga Congratulations! The userid <u>uacoktaqa+deladmin4109@gmail.com</u> h account. If the link doesn't work, copy and paste the following into yu https://uacqa.magellanrx.com/activation-confirmation/activate?keys Regards, Magellan Rx.	nization. Do not click on any links or open any attachments unless has been successfully registered as a delegated administrator for Magellan Rx your browser's address bar: ==aa8755bb37604736&userid=uacoktaqa%2Bdeladmin4109%40gmail.com	you trust the sender and know	w the content is safe. rices. Please click on the URL	below to activate

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.

Activation Confirmation	
Your User ID has been successfully added to our directory.	
Privacy and Security Statements for Web Applications	
By accessing this account, you agree to the following privacy and security statement:	
The information transmitted, received, and accessed through this website may include confidential information whose disclosure is governed by federal and/or state law. Wrongfully accessing or disclosing such information may subject the violator to civil and/or criminal penalties including fines and/or imprisonment. If you are not authorized to access this information or have logged onto this site erroneously, immediately exit this application and dispose of any and all materials erroneously obtained herein.	
https://uke.magellanrs.com	

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").

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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.

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

2.	Magellan HEALTH			User Administration Console (UAC)	Q
	i am a Delegated Admin	Eog In Log In	Register I do NOT have a User ID and need to initiate registration to become a Delegated Administrator.	Complete Registration There received my 9NI and need to complete registration to become a Delegated Administrator.	
3.	Enter your login credent	ials⁵.			
	-		Magellan HEALTH		
			Sign In Email Please enter your email address.		
			organizationdeladmin@nomail.com Password		
			••••••		
			Sign In Need help signing in?		

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.

Magellan	-	User Administration Console (UAC)	
上 User Management 🔳 Organization Management	O Deladn	nin (<u>organizationdeladmin@nomail.com</u>) Delegated Administrator	LOGOUT

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.

User Managem	ent 🔲 Organization Management		O Deladmin (orga	Delegated Administrator 2:
SE User Demographics		Please fill out the fields below		
Crgs and Roles	User Demographics		Indicates required field*	
1	PissiName * Organization	Lasc Name • Deladmin		
	User Id (Enexi) • organizationdeladmin@nomail.com	ne-Enew User of [Drail] * organizationdeladmin@nomail.com		
	Prone • (212) 555 - 1212	Fax (112) 555 - 1213		
	Attention: To ensure compliance with HIPAA regulations, please Password must be at least 8 characters long, contain a lowercase let Click Save to record your information on this page or click Cancel to Select Notify User and UAC will send an e-mail to the user with login	do not send passwords through email. ter, an uppercase letter, a number, a special character (ወይባምኑ**?&+>, no parts of your usemame decard it. details.	, and can not include your first name or last name.	
	SUBJECT		CANCEL	
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6. 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.

roles			for			your		account.
Selected User	Organization Deladmin (organizationdeladmin@	nomail.com)						Assigned Org's: 2
Organiz	ations							
	Name	Org1d/NPI ↑	Owner ID	Type	Assigned	State	Context(s)	Remove
0	Test Pharmacy 14	NPI:888888814	888888881401	Provider	Yes	Medi-Cal	California Pharmacy Context	
0	Test Pharmacy 15	NPI:888888825	88888881501	Provider	Yes	Medi-Cal	California Pharmacy Context	
								Rowsperpage: <u>5</u> - 1-2 of 2 < >
Role As	signments							
Application	s				-	Selected Organization: ID: 8888888814		
Select to see ro	es					Name: Test Pharmacy 14		
	Role (User Group ID)		Description			Saba Training UAC Delegated Administrator		
			No data available			Provider Portal		
				Rows per page:	<u>5</u>			
SAVE								CANCEL

7. 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 Assig	nments		
Applications Financial Portal		•	Selected Organization: ID: 8888888.4 Type: M0
Select to see roles			Name: Test Pharmacy 14
	Role (User Group ID)	Description	Saba Talan Administrator
	835 File Access	Able to have access to download 835 file.	Provider Portal
~	Finance Portal Full Access	Able to have full access to financial information and medical insurance payment explanation.	
		Rousperpage: <u>5</u>	
SAVE			CANCEL

8. 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.

Applications Web Claim Submissi Select to see roles	an		•	Selected Organization: ID 88888814 Type: No Nume: Ter Plomacy 14 Inter Date: Company Assimption
_	Role (User Group ID)	Description		Saba Training UUC Devise Administrator Provider Pots
SAVE	Web Laim Submission Access	Able to submit claims (includes reverses and resubmissions).	Nowsperpage: 5 - 1-1of1 < >	CANCEL

9. 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://medicalrx.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.



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

L Use	er Management	🗈 🖽 Organization Manag	ement				O Deladi	min (organizationdeladmin@ Delegated Admir	nistrator 🏩 🛛
elec	t an Organi	ization ID							D ORG ID RECISTER W/
	Туре	Org Id/NPI↑	Owner ID	Name	Context(s)	Address	City	State	Zip
0	Provider	NPI:888888814		Test Pharmacy 14	California Pharmacy Context	14 Test Data Troe	Magellan Health	CA	88888
0	Provider	NPI:888888815	88888881501	Test Pharmacy 15	California Pharmacy Context	15 Test Data Turnpike	Magellan Health	CA	88888
								Rowsperpage: 5 🖛	1-2 of 2 <

6. 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			Indicates required field * Total number of enigned Organizations 2	
Granitation Type* Provider	Soor * Medi-Cal	- 1	a T _{ren} * Nel	-
Organization (400)* 8888688885 13				

7. 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

ganization Type* ovider			∗* di-Cal		+ NPI	•			
rganization Id/NPI*		(VALIDATE ORG						
Orgilas. Ur	Owner ID	Context(s)	Name	Address	City	State	Zip	Alt Address	Discard
NPI : 8888888812	888888881201	California Pharmacy Context	Test Pharmacy 12	12 Test Data Road	Magellan Health	CA	88888	Alt address	
NPI : 8888888813	888888881301	California Pharmacy Context	Test Pharmacy 13	13 Test Data Square	Magellan Health	CA	88888	Alt address	
							Rows per page:	5 🖛 1-2 of 2	<

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):

8. Click the User Administration Console (UAC) hyperlink on the Medi-Cal Rx Web Portal (https://medicalrx.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.



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10. 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.

💄 Us	er Management	Drganization Manag	gement				O Deladi	nin (<u>organizationdeladmin(</u> Delegated Admi	Pnomail.com)		
Selec	Select an Organization ID										
	Туре	Org Id/NPI↑	Owner ID	Name	Context(s)	Address	City	State	Zip		
0	Provider	NPI: 8888888814		Test Pharmacy 14	California Pharmacy Context	14 Test Data Trce	Magellan Health	CA	88888		
0	Provider	NPI:888888815	88888881501	Test Pharmacy 15	California Pharmacy Context	15 Test Data Turnpike	Magellan Health	CA	88888		
								Rows per page: 5 👻	1-2 of 2 < >		

11. 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.

User Management	Drganization Managen	nent					O Deladmin (rganizationdeladr Delegated	min@noma Administ <u>rat</u>
		Please fi	ll out the fields	below to compl	ete registratio	on			
Organization Valida	tion						E.	ficates required f	held *
Deganization Type		State	•		1d Type				
rionder		• Med	s-ca		• NP1				
Deganization 16/1071* 88888888813		Pm.* 33f	17222#9		140	CATE ONG			
Our LANK -	010	formed b	News		(m)	for the second sec	2.0		Discourse
Orgionari÷	Owner to	Consex(3)	hame	A02/455	City	20406	- 09		Unscand
ha informa	tion ontorod	is correctly optor	od the grid wi	ll populato with	h tha provide	r data an	tous per pag	5	-
he informa	tion entered	is correctly enter Please fill or	ed the grid wi	II populate with w to complete re	h the provide gistration	er data on	file.	· · ·	
he informa Organization Validati	tion entered	is correctly enter Please fill or	ed the grid wi ut the fields belo	ll populate witl w to complete re	h the provide gistration	er data on	file.	• <u>• •</u>	
he informa Organization Validati Ingenization Validati Ingenization Validati	tion entered	is correctly enter Please fill or Med-Cal	ed the grid wil ut the fields belo	ll populate witl w to complete re	h the provide gistration	er data on	file.	• <u>• •</u>	•
he informa Organization Validati Arganization Vye* toxider	tion entered	is correctly enter Please fill or Med-Cal	ed the grid wi ut the fields belo	II populate with w to complete re	h the provide gistration	er data on	file.	* <u>5 *</u>	-
he informa Organization Validati Ingenization Validati Ingenization 16/167**	tion entered	is correctly enter Please fill or Med-Cal Fin*	ed the grid wil ut the fields belo	Il populate witi	h the provide gistration	er data on	file.	s <u>s</u>	•
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he informa Organization Validati Ingenization Validati Ingenization 16/1471* Org.16/1471* Org.16/1471*	tion entered	is correctly enter Please fill or	ed the grid wil ut the fields belo Name Test Pharmacy 12 Test Pharmacy 13	Il populate witi w to complete re Address 13 Tes Des Read 13 Tes Des Seare	h the provide gistration 	er data on	File. Inflees Infle	s s s s	-

13. 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.

HEALTH	Console (DAC)	Č
ser Management 🖽 Organization Management	O Deladmin (<u>marzatowska</u> stanistrator Delagated Administrator	200) LOCO
	PIN Registration Confirmation	
Thank you for completing the PIN registration process. The args The following roles have been automatically assigned to your a ability to access critical functionality.	nization(h) should now be available to you for administration.	
	ROM .	

CANCEL

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.

Ma	Magellan HEALTH										
🚨 User Management 🔠 Organization Management											
Select	t an Organ	ization ID						A00 046 80	COSTER NO PIN		
+	Type	Orgild/NPL+	Owner ID	Name	(Constance)(x)	Address	City	State 2	la-		
0	Provider	NPL 0000000112		Test Pharmacy 12	Gatifornia Pharmacy Context	sik Nest Data Road	Megellan Nealth	6A 87			
0	Provider	NPL:000000013		Set Pharmacy 13	Cathlonnia Pharmacy Context:	13 Test Data Square	Magettan/Wealth	GA. BY			
0	Provider	NP1 - 00000000 a.4		Test Pharmacy 3.4	California Pharmacy Consext:	1.4 Next Data Troe	Magellan Nealth	6A. B	4888		
0	Provider	NP1 : 88888888 x5	888888881501	Test Pharmacy 15	California Pharmacy Consect	x8 Next Data Turnpilia	Hagellan Health	GA. B	1000		
							Rowt	perpage <u>8 v</u> south	< >		

- 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 autopermissioned 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

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

Magellan	M		User Admini Console (UA	istration (C)
	Egg In Tam a Delegated Administrator and need to perform user administration work.	Register I do NOT have a User ID and need to Initiate registration to become a Delegated Administrator.	Complete Registration	

3. Enter your login credentials.

,	Magellan HEALTH	
	Sign In Email Please enter your email address. Iorganizationdeladmin@nomail.com	
	Password	
	Sign In	
	Need help signing in?	

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

THEALTH.				console		
User Management 🗈 Organization Management				O Deladmin (<u>organizationd</u> Delega	eladmin@nomail.co ated Administrator	LOCOUT
					-	ADD NEW USER
User ID	Last Name ↑	First Name	Roles Assigned	Active	Details	
					Details	
					Details	
					Details	

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		
User Demographics		Indicates required field *	
First Name *	Less Norme *		
Standard	User		
User ID (tmail) *	Password *	Re-enter Password*	10
standarduseriginomail.com		9	9
Contact Email Address	Phone *	Fax	
standarduser@nomail.com	(313) 555 - 1212	(313) 555 - 1313	
Attention: To ensure compliance with HIRA regulations, please do not send pass Password must be at least 8 characters long, contain a lowercase letter, an upper 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.	swords through email. crase letter, a number, a special character (ወኝነቀሳሉ**?ው+.), no parts of your userr	ame, and can not include your first name or last name.	
Send an e-mail to the user with login details.			
SXRMT			CANCEL

6-6-

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@no	mail.com)							🕐 As	signed Or	(s:
Orgai	nizations										
÷.	Name	Org Id/NPI ↑	Owner ID	Туре	Assigned	State	Context(s)		Remo	ove	
۲	Test Pharmacy 14	NPI:8888888814		Provider	No	Medi-Cal	California Pharmacy Context				
0	Test Pharmacy 15	NPI:8888888815	88888881501	Provider	No	Medi-Cal	California Pharmacy Context				
							Rows per page	5 👻	1-2 of 2	<	>
ole	Assignments										
Applica	tions				•	Selected Organization: ID: 88888888814 Tune: NPI					
Select to s	ee roles					Name: Test Pharmacy 14					
	Role (User Group ID)		Descrip	tion		i Standard User automatically	provisioned roles will not be assigned	l unless you cli	k SAVE with th	ne	
		No da	ata available			OrgID/NPI/Chain Code selected. Y	'ou can see the currently saved role a	ssignments abo	we.		
			Rows	oerpage: <u>5</u> ▼ -	< >						

- 7. Standard users are autopermissioned 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.

Name Org IdNPl + Owner ID Type Asigned State Context(s) Remove • Test Pharmacy 14 NPI : 8888888.14 Provider Yes Medi-Cal California Pharmacy Context • • Test Pharmacy 15 NPI : 8888888.150.1 Provider No Medi-Cal California Pharmacy Context • Concertifications Provider No Medi-Cal California Pharmacy Context •	Selected l	ser: Standard User (standarduser@noma	ail.com)						Assigned Org's:
Name Org Id/NP1 ^ Owner ID Type Assigned Stagend Stagend Context(s) Remove • Test Pharmacy 14 NPI: 88888814 Provider Yes Medi-Cal California Pharmacy Context • • Test Pharmacy 15 NPI: 8888881501 Provider No Medi-Cal California Pharmacy Context • • Test Pharmacy 15 NPI: 8888881501 Provider No Medi-Cal California Pharmacy Context • • Test Pharmacy 15 NPI: 8888881501 Provider No Medi-Cal California Pharmacy Context • • California Pharmacy Context Image: Solar Context Context Image: Solar Context Context Image: Solar Context Context Image: Solar Context Context • California Pharmacy 16 Image: Solar Context Context Image: Solar Context Context Image: Solar Context Context • California Pharmacy 16 Image: Solar Context Context Context Image: Solar Context Context Context Image: Solar Context Context Context Context Context • No deca available Image: Solar Context Con	Orgar	izations							
Image: Second		Name	Org Id/NPI ↑	Owner ID	Туре	Assigned	State	Context(s)	Remove
Internation of the state	۲	Test Pharmacy 14	NPI:8888888814		Provider	Yes	Medi-Cal	California Pharmacy Context	
ever program view of the substrate of t	\bigcirc	Test Pharmacy 15	NPI:888888815	88888881501	Provider	No	Medi-Cal	California Pharmacy Context	
Applications Select to see roles Role (User Group ID) Description No data available Rows per page: Source to see the currently saved role assignments above.								Rows per page:	5 💌 1-2 of 2 < >
Applications Select to see roles Select to see roles Role (User Group ID) Description No data available Boos per page: Select to see roles <	ole A	Assignments					Selected Organization:		
Statution Services Frances User Roles Currently Assigned: Role (User Group ID) Description No data available California Provider Portal Saba Training Box oper page: 5 • • • < < >>	Applicat	ions				-	ID: 8888888814 Type: NPI Name: Test Pharmacy 14		
Role (User Group ID) Description Control of the contr	Select to se	e roles					User Roles Currently Assigned:		
No data available Rows per page: 5 < >		Role (User Group ID)		Descrip	otion		Saba Training		
Rows per page: 5 • - < >			No data	available			Standard User automatically pro OralD (NDL/Chain Code relected, You	ovisioned roles will not be assigned unles	s you click SAVE with the
				Rows	per page: 5 💌 –	< >	orgios ni is citain code selected. Tod	can see the canency sared role assign	
SAVE	SAVE								CANCEL

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

Selected L	ser: Standard User (standarduser@nomai	iL.com)						Assigned Org's
)rgar	izations							
	Name	Org Id/NPI ↑	Owner ID	Туре	Assigned	State	Context(s)	Remove
۲	Test Pharmacy 14	NPI:8888888814		Provider	Yes	Medi-Cal	California Pharmacy Context	
0	Test Pharmacy 15	NPI:8888888815	88888881501	Provider	No	Medi-Cal	California Pharmacy Context	
							Rows per page:	5 🕶 1-2 of 2 <
ole A	Assignments							
Application Web Cla	ns im Submission				•	Selected Organization: ID: 8888888814 Type: NPI Name: Test Pharmacy 14		
elect to se	te roles					User Roles Currently Assigned:		
Ł	Role (User Group ID)		Description		-	California Provider Portal Saba Training		
~	Web Claim Submission Access		Able to submit claims (includes reversals and res	ubmissions).		Web Claim Submission Access		
			Rows per p	sge: <u>5 ▼</u> 1-1 of 1	< >	Standard User automatically p OrgID/NPI/Chain Code selected. Yo	rovisioned roles will not be assigned unles u can see the currently saved role assignm	s you click SAVE with the nents above.
SAVE								CANCEL

- 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 autopermissioned 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).

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

Magellan User Administration Console (UAC) End I Image: Console (UAC) End I Image: Console (UAC) Image: Console (UAC)

3. Enter your login credentials.

Magellan HEALTH
Sign In Email Please enter your email address. organizationdeladmin@nomail.com Password
Sign In Need help signing in?

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

💄 User Manag	gement 🖽 Organization Management				O Deladmin (<u>organ</u> i	izationdeladmin@nomail.com) Delegated Administrator
						AD
User ID		Last Name ↑	First Name	Roles Assigned	Active	Details
uacoktatest+201030@j	DgmaiLcom	201030	Deployment	Yes	Yes	Details
User Demographics		Please fill out	a stars first die tand soor			
		riedse hitt ou	t the fields below			
Orgs and Roles	User Demographics	riedse nit du	t the fields below	Indicates required field*		
Orgs and Roles	User Demographics First Nerse • Disployment	Lastanse 201030	t the fields below	Indicates required field*		
Orgs and Roles	User Demographics For transment: Low informat: Low information 2010/00@gmail.com	Lestions* 201030 Refere the ref lenet* unclitarets* 201030@gmail.com	t the fields below	Indicates required field *		
Orgs and Roles	User Demographics Proc Same Deployment User of forwell uscokcessis - 2010.00@gmail.com Proc	Les turns * 201030 In-Ener Care (Line) * uscektzeers 201030@gmail.com	t the netos below	Indicates required field*		
Orgs and Roles	User Demographics Fres ten = Deployment: Low inflower Lanciatzenes: 201030@gmail.com Proce B0013548-0100	Les tons * 201030 fe-four tour of four (* unclitaters + 201030@gmail.com	t the netos below	Indicates required field *		
Crigs and Roles	User Demographics Engloyment Engloyment Exection	Lestiners* 201030 Re-forciure relitores* socializers*201030@gmail.com Fax.	er ((80#%**%+), no parts of your usemame, and can not	Indicates required field*		
Crige and Roles	User Demographics Finitian Deployment User informet uschkassist 201030@gmail.com Finitian Ribout SuB-0100 Attention: To ensure compliance with HIPAA regulat Password must be at least a characters long contain a la Click Save to reordy our information on this page or click Select Notify User and UAC will send an email to the use	Fields Find Out	er (@B#%**%+), no parts of your usemanne, and can not	Indicates required field *		
Copy and Roles	User Demographics Particle Deployment: Lear informet Lear informet Lear informet Lear informet Mentionet Attention: To ensure compliance with HIPAA regulat Particle and lear learst 8 characters long, contain a lo Click Save to record your information on this page or click Salect Notify User and UAC will send an e-mail to the user Learner	Exercise Intervent Second Seco	er ((804%**78+), no parts of your usemame, and can not	Indicates required field*		

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.

Selected L	Jser: Standard User (standarduse	er@nomail.com)					🕜 Assigned Org's: 2
Organ	nizations						
	Name	Org Id/NPI ↑	Owner ID Tune	Assigned	State	Context(s)	Remove
۲	Test Pharmacy 14	NPI:888888814	Remove Organization		Medi-Cal	California Pharmacy Context	-
0	Test Pharmacy 15	NPI : 8888888815	You have requested that Organization:		Medi-Cal	California Pharmacy Context	
			Test Pharmacy 14 / NPI : 8888888814 be removed and returned to the unassigned organization poo	ol.		Rows per pag	e: 5 ▼ 1-2 of 2 〈 〉
Role A	Assignments		_	+	Selected Organization:		
Select to se			CANCEL	REMOVE ORG	Type: NPI Name: Test Pharmacy 14		
	Role (User Grou		Description		User Roles Currently Assigned: California Provider Portal Saba Training Web Claim Submission Access		
		No data	avatiable Rows per page: 5		Standard User automatically pro OrgID/NPI/Chain Code selected. You	ovisioned roles will not be assigne can see the currently saved role	d unless you click SAVE with the assignments above.
SAVE							CANCEL

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.

Selected U	ser: Standard User (standarduser@nom	ail.com)						Assigned Org's: 1
Organ	izations							
	Name	Org Id/NPI ↑	Own - ID	Туре	Assigned	State	Context(s)	Remove
0	Test Pharmacy 14	NPI: 8888888814			þ	Medi-Cal	California Pharmacy Context	
۲	Test Pharmacy 15	NPI : 8888888815	888888		15	Medi-Cal	California Pharmacy Context	i i
Role A	ssignments		i	WARNING: You are about to remove th last association this user has for you authority. If you proceed with this acti- and wish to make assignments at a lat time you will need to use the ADD A US	e		Rows per page:	5 • 1-2 of 2 < >
Applicat Select to se	ions e roles			DK Cancel	•	Selected Organization: ID: 8888888815 Type: NPI Name: Test Pharmacy 15		
	Role (User Group ID)			Description		User Roles Currently Assigned: Saba Training Web Claim Submission Access California Provider Portal		
		No		Rows per page: 5 💌 –		5 Standard User automatically pro OrgID/NPI/Chain Code selected. You	ovisioned roles will not be assigned u can see the currently saved role assi	nless you click SAVE with the ignments above.
SAVE								CANCEL

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 <u>uacsupport@magellanhealth.com</u> to request that process documentation.