



User Administration Console (UAC) Quick Start Guide

December 20, 2021; Last Updated June 16, 2025

1.0 Introduction

The [User Administration Console \(UAC\)](#) is a registration tool that manages users' access to the [Medi-Cal Rx Secured Provider Portal](#) and associated applications. As a registered user, you are assigned as a Delegated Administrator (Del Admin) and can create and manage Standard User accounts within your organization.

- » A Del Admin is a single point of contact that manages employee access to the Medi-Cal Rx Secured Provider Portal and applications within the portal based on user needs.
- » A Standard User is someone who can act on behalf of the Del Admin in the Medi-Cal Rx Secured Provider Portal after privileges/roles have been granted in the UAC.

Refer to the following sections for guidance with registering for and navigating within the UAC. Screenshots in this guide are example images only and may appear slightly different for the user.

Note: For additional assistance, refer to the UAC help guides within the UAC by selecting **Help** in the bottom left corner of the UAC landing page. Refer to *Figure 1.0-1*.

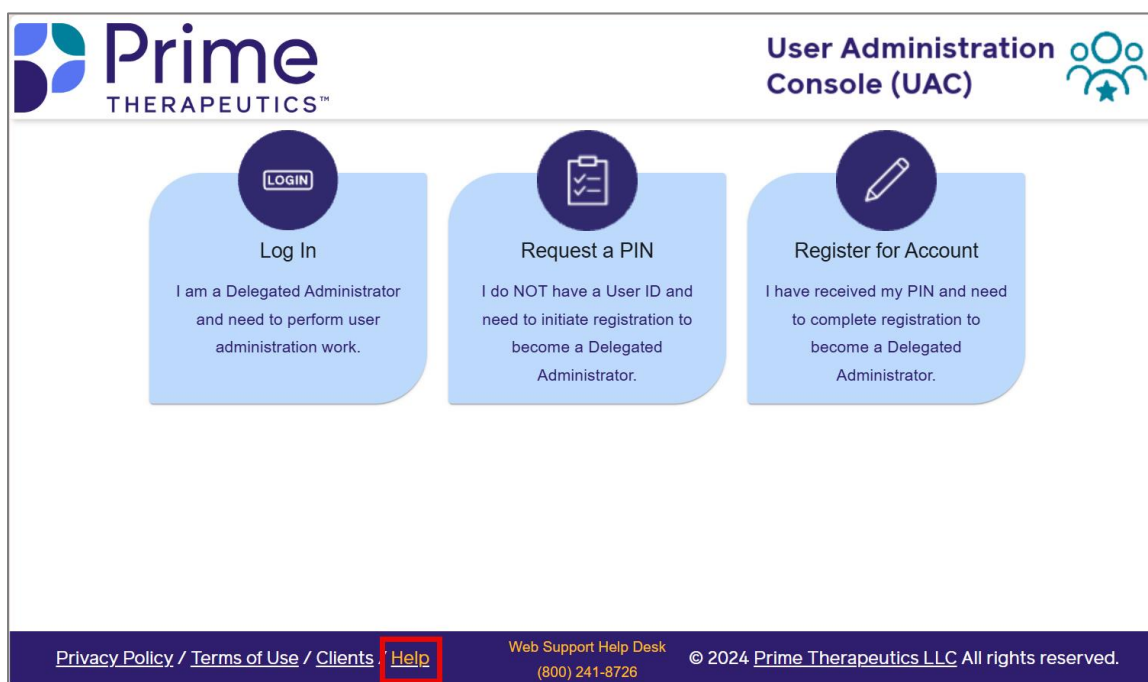


Figure 1.0-1: UAC Help Guides

2.0 Registering as a Del Admin

Complete the following steps to register as a Del Admin through the UAC:

1. From the [Medi-Cal Rx Provider Portal](#), click **Register** in the upper right corner of the screen (refer to *Figure 2.0-1*) and then select **Register** again in the pop-up window, or navigate directly to the UAC website at <https://uac.primetherapeutics.com>.

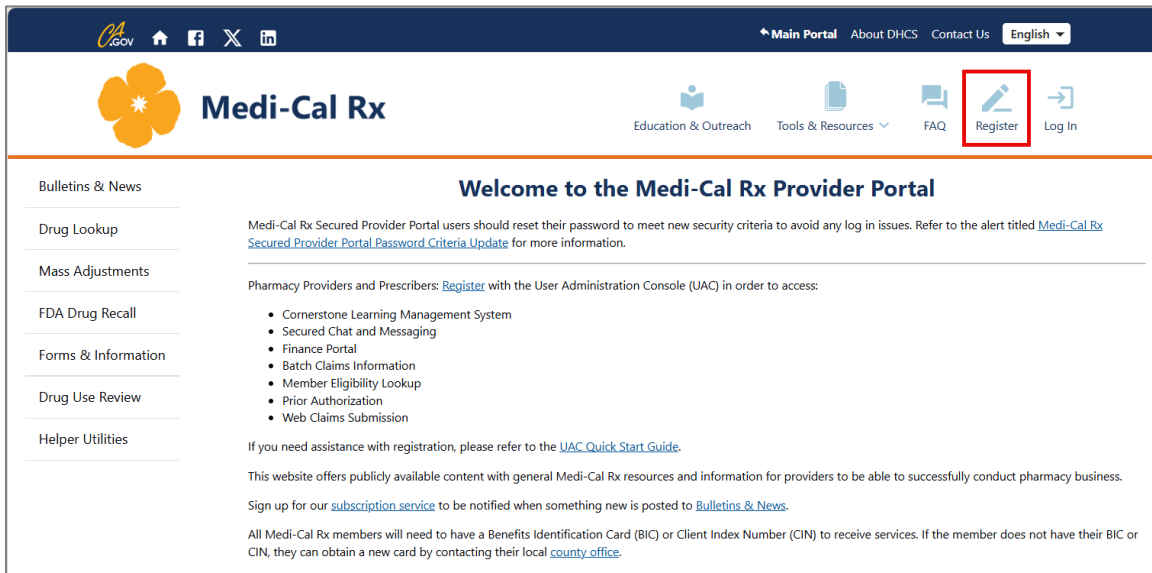


Figure 2.0-1: Register Icon on Medi-Cal Rx Provider Portal

2. From the UAC landing page, click **Request a PIN**. Refer to *Figure 2.0-2*.

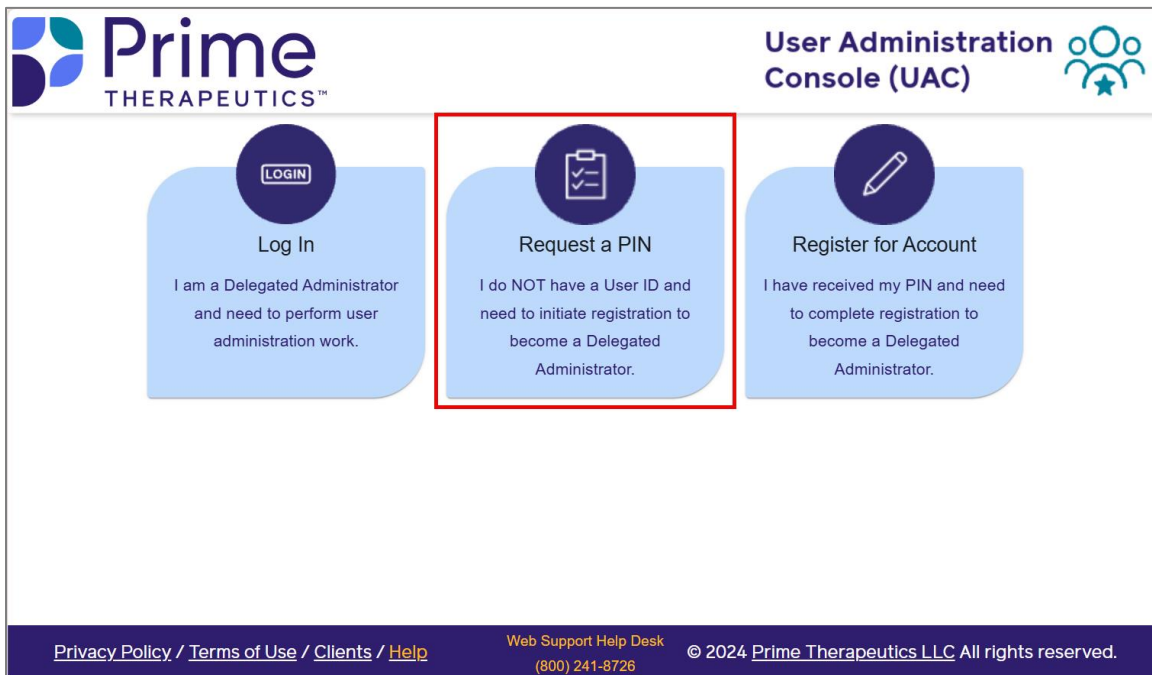


Figure 2.0-2: Request a PIN Icon on User Administration Console

3. Complete the required fields (as indicated by a red asterisk [*]) on the **New User Information** form. Refer to *Figure 2.0-3*.
 - a. In the Organization ID field, prescribers will enter an individual National Provider Identifier (NPI); pharmacy providers will enter either an individual or group NPI.
 - b. Click **VALIDATE ORG**.
4. Continue entering and validating as many Organization IDs as necessary, then click **SUBMIT**.

Prime THERAPEUTICS™ User Administration Console (UAC)

Please fill out the fields below to register

New User Information Indicates required field

First Name * Last Name * Work Phone *

Organization Validation

User Type * Id Type * Organization ID (OrgID) *

The OrgID can be a NPI, Keyword, Chain Code of PSAC

VALIDATE ORG

Organization ID	Owner ID	Context	Name	Address	City	State	Zip	Alt Address	Disposition
No data available									

Items per page: 5 0-0 of 0

SUBMIT **CANCEL**

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.

[Privacy Policy](#) / [Terms of Use](#) / [Clients](#) / [Help](#) Web Support Help Desk (800) 241-8726 © 2024 Prime Therapeutics LLC All rights reserved.

Figure 2.0-3: Required Fields, Validate Org, and Submit Buttons

5. A letter with a Personal Identification Number (PIN) will be sent to the address on file for each Organization's NPI you requested.
 - » Once you receive your PIN letter, you must utilize the same NPI affiliated with the PIN to complete your registration.
 - » Alternate address instructions are available in [Section 3.0 – Sending PIN to an Alternate Address](#) or by watching the [UAC Tutorial #1a Alternate Address Instructions](#) video on YouTube.

6. Upon receiving the PIN letter(s), return to the [UAC](#) and click **Register for Account**. Refer to *Figure 2.0-4*.

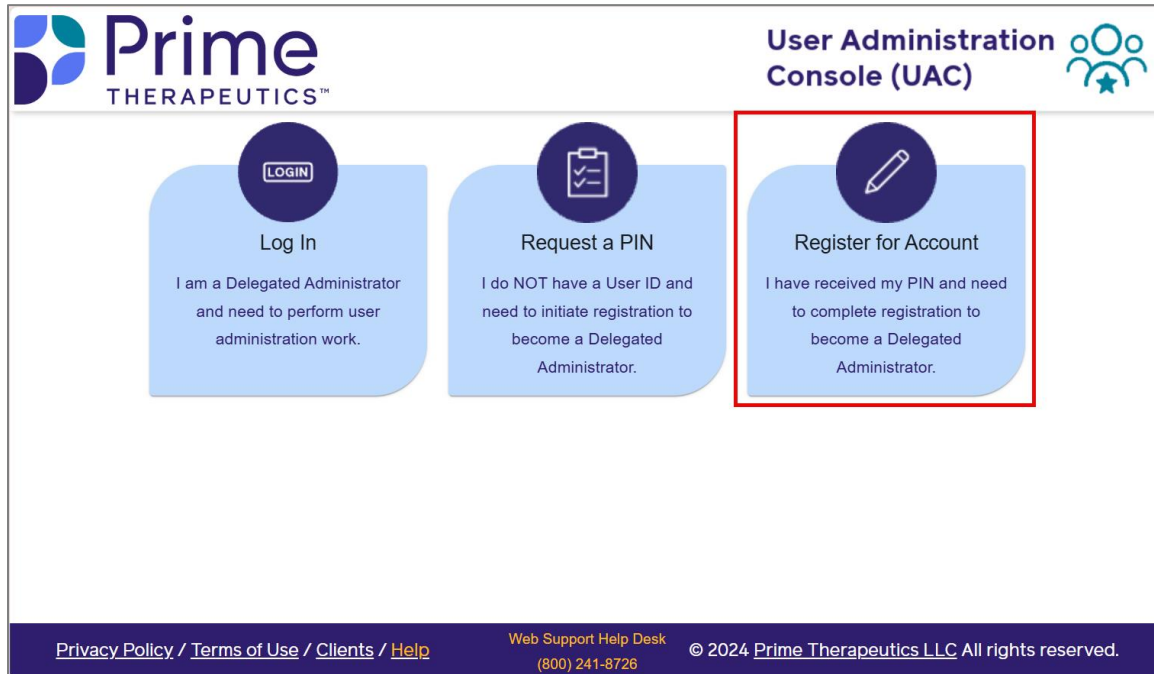


Figure 2.0-4: Register for Account on User Administration Console

7. Complete the required fields (as indicated by a red asterisk [*]) on the **New User Information** form. Refer to *Figure 2.0-5*.
8. Click **VALIDATE ORG**.

10. The **Confirmation** screen contains a link that directs you to the UAC. Now that you have completed your registration, you are a Del Admin and can create and manage Standard User accounts within your organization.

3.0 Sending PIN to an Alternate Address

To receive PIN(s) at a different address than the one displayed, you must submit a request to send the PIN(s) to the preferred address.

- » If you previously requested a PIN(s) and now require it to be sent to an alternate address, you need to resubmit a PIN(s) request.

Complete the following steps to submit the alternate address PIN(s) request:

1. Navigate to the [UAC](#) and select **Request a PIN**. Refer to *Figure 3.0-1*.

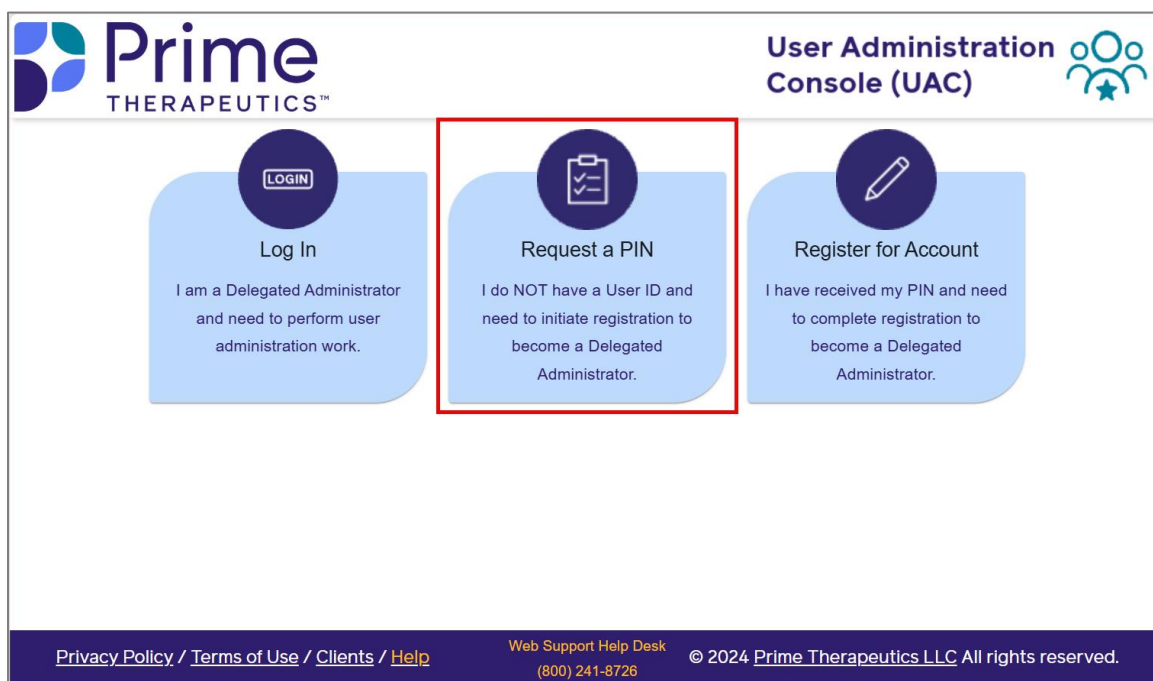


Figure 3.0-1: Register a PIN on User Administration Console

2. Complete the required fields (as indicated by a red asterisk [*]) on the **New User Information** form. Refer to *Figure 3.0-2*.
 - For User Type, select **Medi-Cal**.
 - For Id Type, select **NPI/Chain Code**.
 - For Organization ID (OrgID), enter the NPI you are registering for delegative authority and select the **VALIDATE ORG** button to perform the lookup. The system will populate the grid with the information exactly as it appears on the Provider file. You can submit multiple requests on a single submission, so repeat this step with each distinct org ID/NPI you need to register.

3. Select the **Alt Address** checkbox for each of the NPIs that require a different address than shown. If you have multiple entries that require a different address, you must select the **Alt Address** checkbox ON EACH LINE. Refer to *Figure 3.0-2*.

Please fill out the fields below to register

New User Information Indicates required field *

First Name * Last Name * Work Phone *

Organization Validation

User Type * Id Type * Organization ID (OrgID) *

The OrgID can be a NPI, Keyword, Chain Code or PSAO

Organization ID	Owner ID	Context	Name	Address	City	State	Zip	Alt Address	Discard
8888888888		California Pharmacy Context	Test Pharmacy 8			CA	88888	<input checked="" type="checkbox"/> Alt address	<input type="button" value="Discard"/>

Items 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.

Figure 3.0-2: Registration Fields

4. Once all the org ID/NPI(s) are entered and the Alt Address boxes are checked on each line, select **SUBMIT**.

» The documentation must be received and correct for each org ID/NPI requested; incomplete or inaccurate submissions will be rejected.

To update the information on the Provider file permanently, you will need to contact the Department of Health Care Services (DHCS). To permanently change your address on record, pharmacy providers and prescribers need to contact DHCS Pharmacy Enrollment Division (PED). The best way to contact PED is by submitting the inquiry form located under [Contact Us – Provider Enrollment Directory](#) on the [PAVE Portal](#) or by phone at 1-916-323-1945.

Application access is granted by selecting the NPI the user will work on behalf of and assigning the applicable privileges/roles. You will also need to assign your own privileges/roles to access the secured applications. If you do not complete this step, you will not be able to access applications with your user ID.

Complete the following steps to assign **your own** user privileges:

1. Navigate to the [UAC](#) and select **Log In**. Refer to *Figure 4.0-1*.

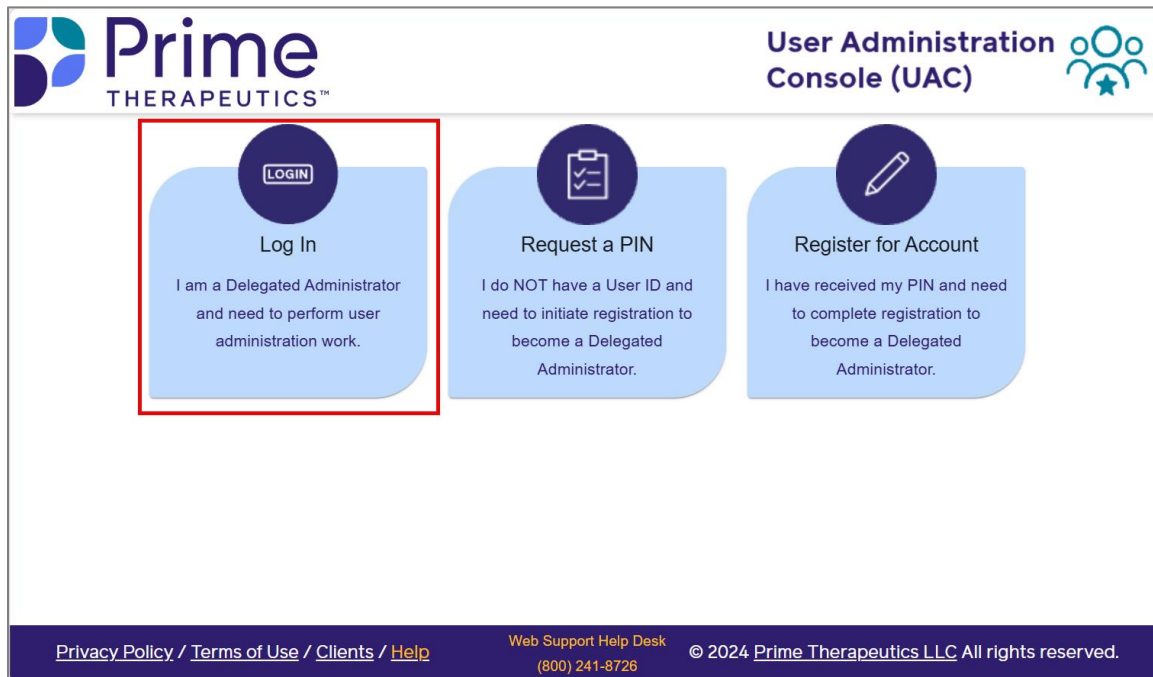


Figure 4.0-1: Log In on User Administration Console

2. The first time you log in to the UAC, you will be asked to set up Multifactor Authentication (MFA) with one of the following options:
 - SMS Authenticator
 - Email Authenticator
 - OktaSM Verify
 - Google[®] Authenticator
 - Voice Call Authentication

» Each time you log in to the Medi-Cal Rx Secured Provider Portal and/or applications, you will be asked to enter the MFA information to confirm your identity.
3. After logging in, click your user email hyperlink in the upper right corner. Refer to *Figure 4.0-2*.

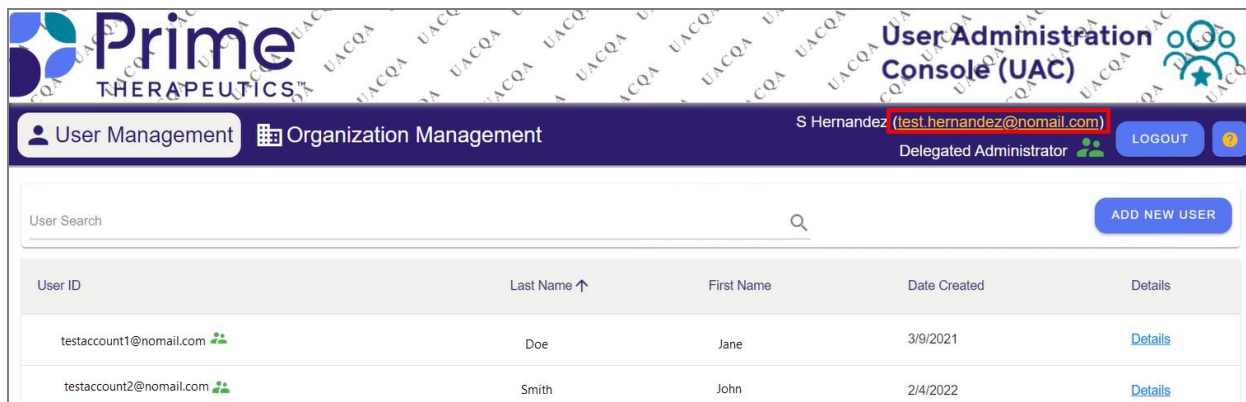


Figure 4.0-2: User Email Hyperlink

4. The User Management screen will appear. Refer to *Figure 4.0-3*.
5. Click the **Orgs and Roles** tab in the left column.
6. Select **Organization NPI** from the organizations list.
7. In the Applications and Role Assignments section, select the desired role assignment from the **Application** drop-down menu. The window will refresh with the role options for that application.
8. Check the **box** next to the desired role and click **Save** to save your changes. Refer to *Figure 4.0-4*.

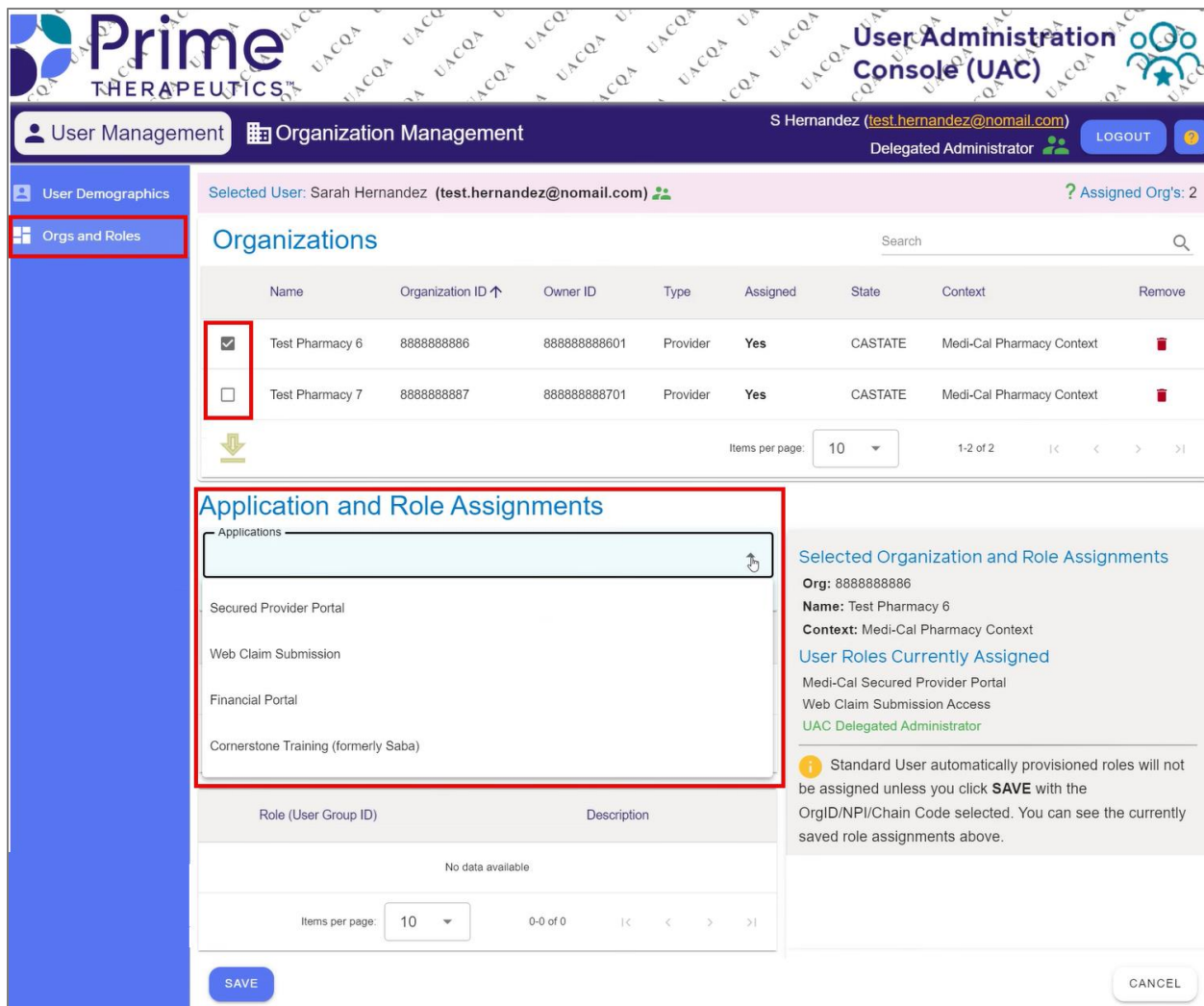


Figure 4.0-3: User Management Screen

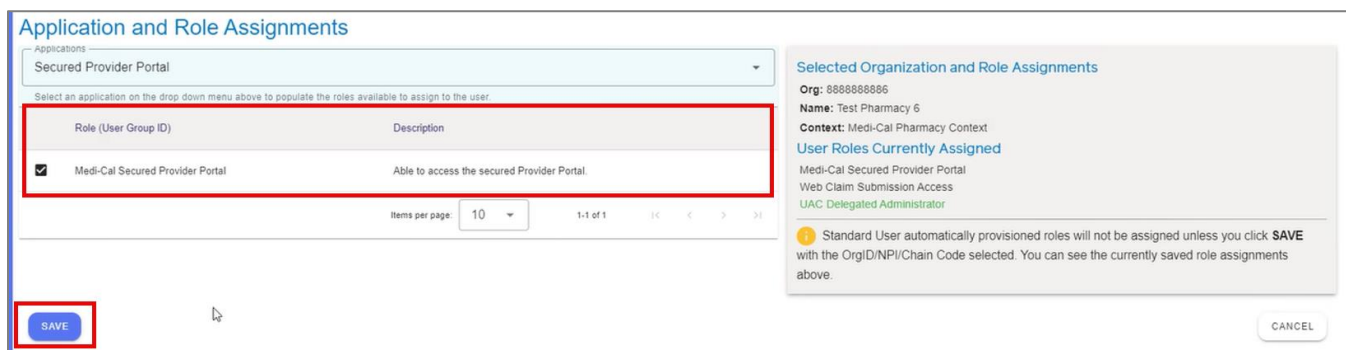


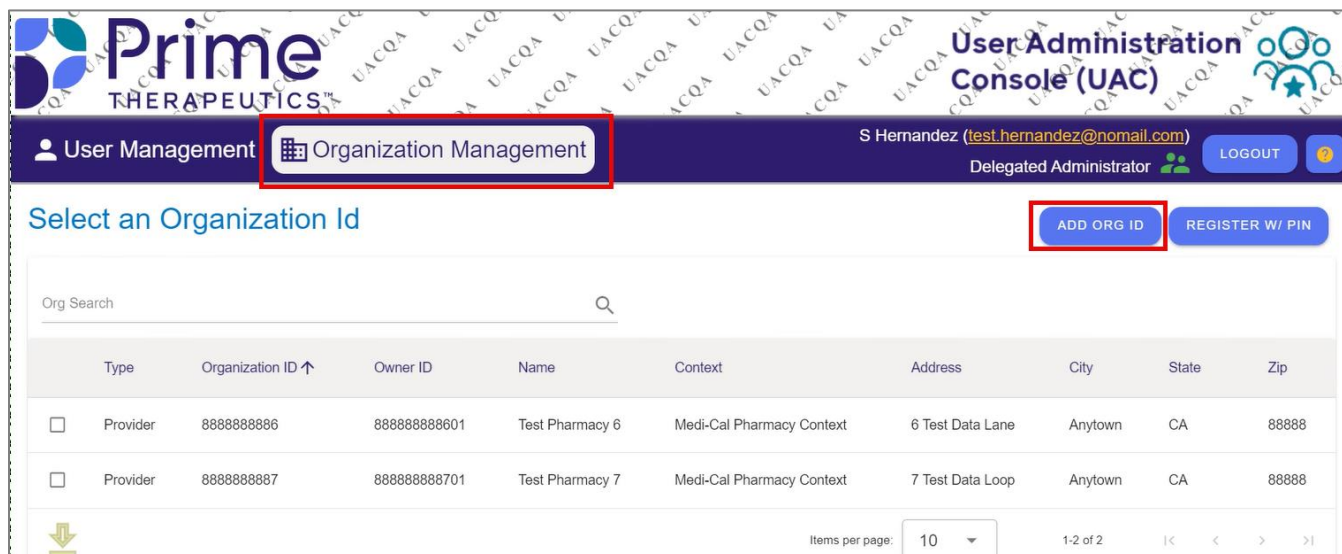
Figure 4.0-4: Checkbox With the Desired Role

- Repeat steps 4-8 for each application and NPI.
- You will now be able to access the application(s).

4.0 Adding Additional NPIs to Your Account

Complete the following steps to add additional NPIs to your existing account:

1. Navigate to the [UAC](#) and select **Log In**.
2. After logging in, click the **Organization Management** tab. Refer to *Figure 5.0-1*.
3. Click the **ADD ORG ID** button.



The screenshot shows the Prime Therapeutics User Administration Console (UAC) interface. The top navigation bar includes the Prime Therapeutics logo, a 'User Management' tab, and a selected 'Organization Management' tab (highlighted with a red box). The user is identified as S Hernandez (test.hernandez@nomail.com), a Delegated Administrator, with a 'LOGOUT' button. Below the navigation bar, the page title is 'Select an Organization Id', and there is an 'ADD ORG ID' button (highlighted with a red box) and a 'REGISTER W/ PIN' button. A search bar labeled 'Org Search' is present. The main content area displays a table of organizations:

Type	Organization ID ↑	Owner ID	Name	Context	Address	City	State	Zip	
<input type="checkbox"/>	Provider	8888888886	888888888601	Test Pharmacy 6	Medi-Cal Pharmacy Context	6 Test Data Lane	Anytown	CA	88888
<input type="checkbox"/>	Provider	8888888887	888888888701	Test Pharmacy 7	Medi-Cal Pharmacy Context	7 Test Data Loop	Anytown	CA	88888

At the bottom, there is a download icon, a pagination control showing 'Items per page: 10', and a status indicator '1-2 of 2'.

Figure 5.0-1: Organization Management Screen

4. Complete the required fields (as indicated by a red asterisk [*]) on the form. Refer to *Figure 5.0-2*.
5. Click **VALIDATE ORG**.
6. Continue entering and validating as many Organization IDs as necessary, and then click **SUBMIT**.

Prime THERAPEUTICS **User Administration Console (UAC)**

S Hernandez (test.hernandez@nomail.com) Delegated Administrator LOGOUT

User Management Organization Management

Please fill out the fields below

Organization Validation Indicates required field *
Total number of assigned Organizations: 2

User Type * Id Type * Organization ID (OrgID) *
The OrgID can be a NPI, Keyword, Chain Code or PSOA

VALIDATE ORG

Organization ID	Owner ID	Context	Name	Address	City	State	Zip	Alt Address	Discard
No data available									

Items per page: 5 0-0 of 0 |< < > >|

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

Figure 5.0-2: Required Fields, Validate Org, and Submit Buttons

7. A letter with a PIN will be sent to the address on file for each of the organization NPIs you requested.
 - » Once you receive your PIN letter, you must utilize the same NPI affiliated with the PIN to complete your registration.
 - » If you need to have the PIN letter sent to a different address, select the Alt Address checkbox for each organization.
 - » Instructions are available by selecting the hyperlink in the column or by watching the [UAC Tutorial #1a Alternate Address Instructions](#) video on YouTube.
8. Upon receiving the PIN letter(s), return to the [UAC](#) to log in as a Del Admin.
9. Click the **Organization Management** tab and click **REGISTER W/ PIN**. Refer to *Figure 5.0-3*.

The screenshot shows the Prime Therapeutics User Administration Console (UAC) interface. The top navigation bar includes 'User Management' and 'Organization Management' (highlighted with a red box). The user is logged in as 'S Hernandez (test.hernandez@nomail.com)' with the role 'Delegated Administrator'. The main content area is titled 'Select an Organization Id' and features a search bar and two buttons: 'ADD ORG ID' and 'REGISTER W/ PIN' (highlighted with a red box). Below the search bar is a table listing organizations.

Type	Organization ID ↑	Owner ID	Name	Context	Address	City	State	Zip
<input type="checkbox"/> Provider	8888888886	888888888601	Test Pharmacy 6	Medi-Cal Pharmacy Context	6 Test Data Lane	Anytown	CA	88888
<input type="checkbox"/> Provider	8888888887	888888888701	Test Pharmacy 7	Medi-Cal Pharmacy Context	7 Test Data Loop	Anytown	CA	88888

At the bottom of the table, there is a download icon, a pagination control showing 'Items per page: 10', and a status indicator '1-2 of 2'.

Figure 5.0-3: Register with PIN Button

10. Complete the required fields (as indicated by a red asterisk [*]) on the form. Refer to *Figure 5.0-4*.
11. Click **VALIDATE ORG**.
12. Continue entering and validating as many Organization NPIs as necessary, and then click **SUBMIT**.

Please fill out the fields below to complete registration

Organization Validation Indicates required field *

User Type * Id Type * Organization ID (OrgID) *

The OrgID can be a NPI, Keyword, Chain Code or PSAO

Pin *

VALIDATE ORG

Organization ID	Owner Id	Context	Name	Address	City	State	Zip	Discard
No data available								

Items per page: 5 0-0 of 0

If you do not wish to register with an organization listed above, use the trash can to discard that organization. Enter another Organization ID (OrgID) 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.

SUBMIT **CANCEL**

Figure 5.0-4: Required Fields, Validate Org, and Submit Buttons

The additional Organization NPIs will be added to your lists and become available for assignment.

- » You will need to assign yourself privileges/roles for all added Organization NPIs before you will be able to access those within the applications.

5.0 Adding Standard Users to Your Del Admin Account

Complete the following steps to add Standard Users to your Del Admin account:

1. Navigate to the [UAC](#) and select **Log In**.
2. Click **ADD NEW USER** in the upper right corner of the screen. Refer to *Figure 6.0-1*.

The screenshot shows the Prime Therapeutics User Administration Console (UAC) interface. The top navigation bar includes the Prime Therapeutics logo, the title 'User Administration Console (UAC)', and the user 'S Hernandez (test.hernandez@nomail.com)' with a 'Delegated Administrator' role and 'LOGOUT' button. Below the navigation bar, there are tabs for 'User Management' and 'Organization Management'. A 'User Search' bar is present, and the 'ADD NEW USER' button is highlighted with a red rectangular box. Below the search bar is a table listing existing users.

User ID	Last Name ↑	First Name	Date Created	Details
testaccount1@nomail.com	Doe	Jane	3/9/2021	Details
testaccount2@nomail.com	Smith	John	2/4/2022	Details

Figure 6.0-1: Add New User

- Complete the required fields and select **SUBMIT**. You will automatically advance to the **Orgs and Roles** screen. Refer to *Figure 6.0-2*.

The screenshot shows the 'User Demographics' form in the Prime Therapeutics User Administration Console (UAC). The left sidebar has tabs for 'User Demographics' and 'Orgs and Roles'. The form title is 'User Demographics' with a note 'Indicates required field *'. The form fields are: 'First Name *', 'Last Name *', 'User Id (Email) *', 'Re-Enter User Id (Email) *', 'Password *', 'Re-enter Password *', 'Phone *', and 'Fax'. The 'Password' and 'Re-enter Password' fields have eye icons for toggling visibility. A red rectangular box highlights the 'First Name', 'Last Name', 'User Id (Email)', 'Re-Enter User Id (Email)', 'Password', and 'Re-enter Password' fields. Below the form is a message box with an information icon and text: 'Attention: To ensure compliance with HIPAA regulations, please do not send passwords through email. Password must be at least 12 characters long, contain a lowercase letter, an uppercase letter, a number, a special character (@\$!#%^*&+-), no parts of your username, can not include your first name or last name, and may not contain 3 consecutive characters. 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.' Below the message box is a checkbox labeled 'Notify User' with the text 'Send an e-mail to the user with login details.' and a 'SUBMIT' button highlighted with a red rectangular box. A 'CANCEL' button is also present.

Figure 6.0-2: Required Fields

4. Select an **NPI** from the **Organization Management** list.
5. In the Applications and Role Assignments section, select the desired role assignment from the **Application** drop-down menu. The window will refresh with the role options for that application. Refer to *Figure 6.0-3*.

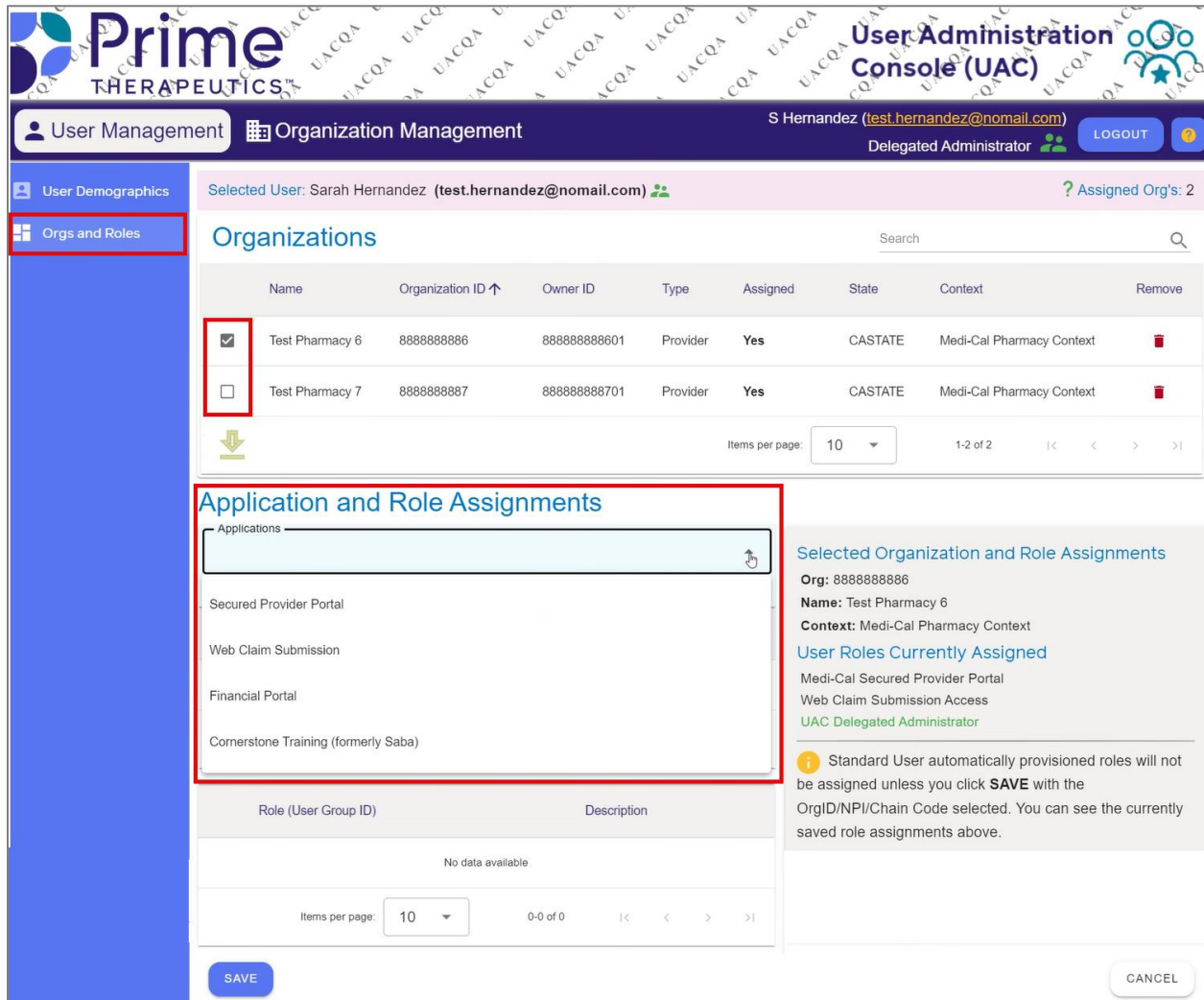


Figure 6.0-3: User Management Screen

6. Check the box next to the desired role.
7. Click the **Save** button to save your changes. Refer to *Figure 6.0-4*.

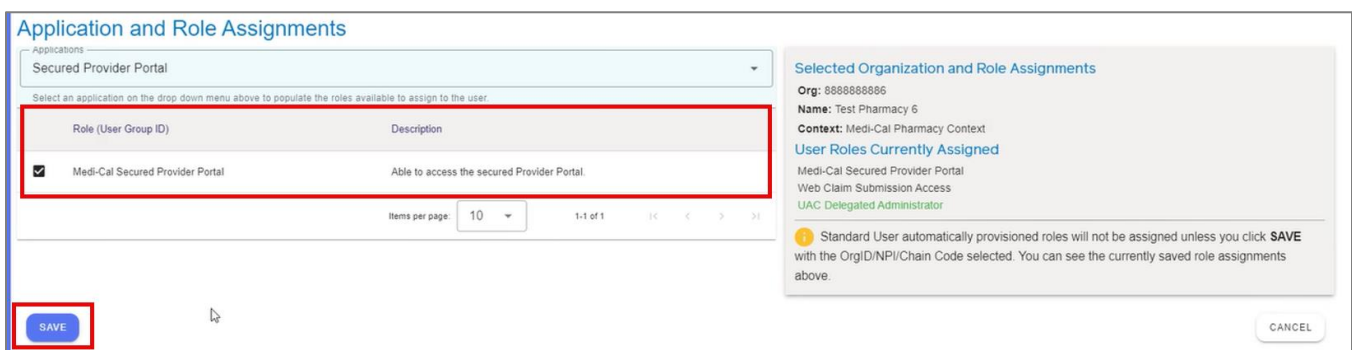


Figure 6.0-4: Checkbox With the Desired Role

8. Repeat steps 4-7 for each application and NPI you wish to assign to the user. The user will now be able to access the assigned application(s).
- » When adding a new user, you can select the **Notify User** checkbox and the UAC will send an email to the user with login details.

6.0 Adding a Standard User to Multiple Del Admin Accounts

If you need to add a Standard User that is already associated with a separate Del Admin account (either within or outside of your organization), use the following steps:

1. Navigate to the [UAC](#) and select **Log In**.
2. After logging in, click **ADD NEW USER** in the upper right corner of the screen. Refer to *Figure 7.0-1*.

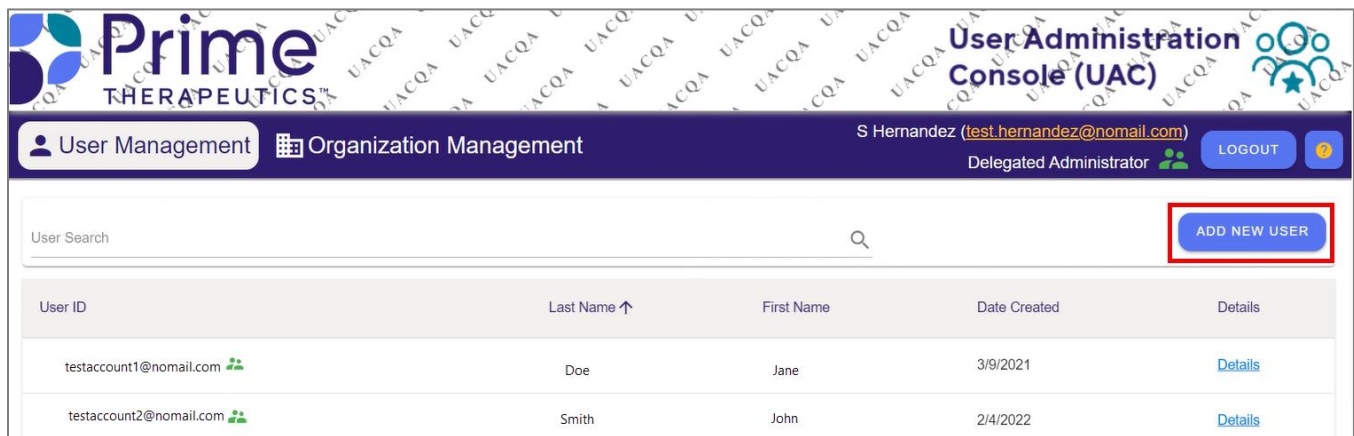


Figure 7.0-1: Add New User

3. Complete the required fields (as indicated by a red asterisk [*]) and then click **SUBMIT**. You must use the same email address that the Standard User is already registered with.
4. A pop-up warning will appear stating "This user ID is already in the UAC database. Would you like to add permissions for the Organization IDs for which you have administrative control?" Click **Yes** to continue. Refer to *Figure 7.0-2*.

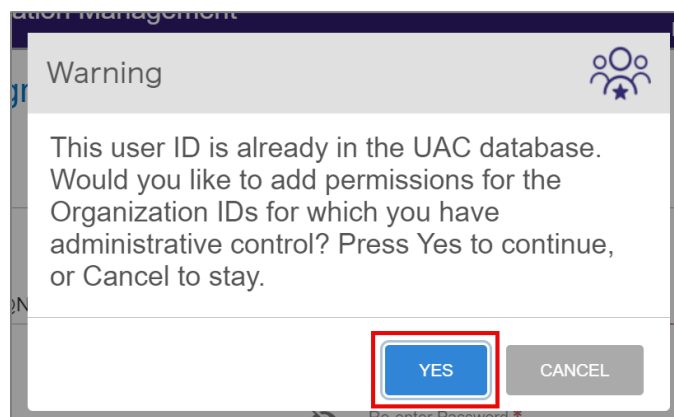


Figure 7.0-2: Pop-up Warning Message

5. You will automatically be redirected to the **Orgs and Roles** section to assign roles/privileges. Refer to *Figure 7.0-3*.
6. Select an NPI from the **Organization Management** list.
7. In the Applications and Role Assignments section, select the desired role assignment from the **Application** drop-down menu. The window will refresh with the role options for that application.
8. Check the **box** next to the desired role. Refer to *Figure 7.0-4*.
9. Click the **Save** button to save your changes.

Prime THERAPEUTICS User Administration Console (UAC)

User Management Organization Management S Hernandez (test.hernandez@nomail.com) Delegated Administrator LOGOUT

User Demographics Selected User: Sarah Hernandez (test.hernandez@nomail.com) Assigned Org's: 2

Orgs and Roles

Organizations

	Name	Organization ID ↑	Owner ID	Type	Assigned	State	Context	Remove
<input checked="" type="checkbox"/>	Test Pharmacy 6	8888888886	888888888601	Provider	Yes	CASTATE	Medi-Cal Pharmacy Context	
<input type="checkbox"/>	Test Pharmacy 7	8888888887	888888888701	Provider	Yes	CASTATE	Medi-Cal Pharmacy Context	

Items per page: 10 1-2 of 2

Application and Role Assignments

Applications

- Secured Provider Portal
- Web Claim Submission
- Financial Portal
- Cornerstone Training (formerly Saba)

Role (User Group ID) Description

No data available

Items per page: 10 0-0 of 0

SAVE **CANCEL**

Selected Organization and Role Assignments

Org: 8888888886
Name: Test Pharmacy 6
Context: Medi-Cal Pharmacy Context

User Roles Currently Assigned

- Medi-Cal Secured Provider Portal
- Web Claim Submission Access
- UAC Delegated Administrator

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.

Figure 7.0-3: User Management Screen

Application and Role Assignments

Applications
Secured Provider Portal

Select an application on the drop down menu above to populate the roles available to assign to the user.

Role (User Group ID)	Description
<input checked="" type="checkbox"/> Medi-Cal Secured Provider Portal	Able to access the secured Provider Portal.

Items per page: 10 1-1 of 1

SAVE

Selected Organization and Role Assignments

Org: 8888888886
Name: Test Pharmacy 6
Context: Medi-Cal Pharmacy Context

User Roles Currently Assigned

Medi-Cal Secured Provider Portal
Web Claim Submission Access
UAC Delegated Administrator

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

CANCEL

Figure 7.0-4: Checkbox With the Desired Role

7.0 Upgrading a Del Admin

If you are an existing Standard User and wish to be upgraded to a Del Admin, a written request will need to be submitted. The following requirements must be met for your request to be completed:

- The letter is written on organization letterhead.
- The letter must contain specific language that indicates you would like the user(s) upgraded from a Standard User to a Del Admin or which Del Admin account(s) to remove.
- The provider is required to specify for each user (if any) listed what organization IDs/NPIs you would like them to have Del Admin abilities for.
- The letter is required to be signed by an existing Del Admin or an owner/registered officer of the organization.

Once your letter is complete, submit using one of the following options:

- Submit the request via fax to 1-888-656-0376.
 - Scan letter with signature and send to UACSupport@primetherapeutics.com.
 - Send photo of letter with signature to UACSupport@primetherapeutics.com.
- » These written requests are processed as they are received.
- » You will receive an email confirmation when your role has been updated.

8.0 Requesting the Removal of a Del Admin Account

If you would like to remove an existing Del Admin account, a written request will need to be submitted. Submissions for these types of changes are considered of the highest level of security, so this process will need to be strictly followed in order to remove or change Del Admin accounts from an organization NPI(s).

This can only be requested by an authorized official or owner as indicated on the NPI record. The following requirements must be met for your request to be completed:

- The letter is written on an organization letterhead.
- The letter must contain specific language that indicates you would like the user(s) upgraded from a Standard User to a Del Admin or which Del Admin account(s) to remove.
- The provider is required to specify for each user (if any) listed what organization IDs/NPIs you would like them to have Del Admin abilities for.

- The letter is required to be signed by an existing Del Admin or an owner/registered officer of the organization.

Once your letter is complete, submit using one of the following options:

- Submit the request via fax to 1-888-656-0376.
 - Scan letter with signature and send to UACSupport@primetherapeutics.com.
 - Send photo of letter with signature to UACSupport@primetherapeutics.com.
- » These written requests are processed as they are received.
- » You will receive an email confirmation when your role has been updated.