



Medi-Cal Rx User Administration Console (UAC) Registration Reminders and Helpful Tips

November 2, 2021

This notice serves as a reminder for pharmacy providers, prescribers, and their staff to complete User Administration Console (UAC) registration to gain access to the Medi-Cal Rx Secured Provider Portal.

Important Registration Reminders

- Return and complete registration once the Personal Identification Number (PIN) letter is received via the United States Postal Service (USPS).
- You will not gain access to the Medi-Cal Rx Secured Provider Portal until user privileges are added in the UAC platform.
- After adding standard users to work on behalf of an organization's National Provider Identifier (NPI), the Delegated Administrator (Del Admin) will also need to assign them the appropriate Medi-Cal Rx user privileges within UAC.

Alternate Address Reminders

- Using the alternate address process to receive your PIN letter at a different address will not update your address permanently.
- To permanently change your address on record, pharmacy providers and prescribers need to contact the 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 webpage, or by phone at 1-916-323-1945.
- Medi-Cal managed care providers need to contact their Managed Care Plan (MCP) to permanently update their mailing address.
- You can complete UAC registration and sign up for training even if your address is not correct in the UAC system upon registration.

Provider Tools and Resources

Job aids and video tutorials are also available to assist providers and staff with the registration process. Materials include:

- [UAC Quick Start Guide](#)
- [UAC Tutorial #1: Start Registration Process](#)
- [UAC Tutorial #1a: Alternate Address Instructions](#)
- [UAC Tutorial #2: Complete Registration](#)
- [UAC Tutorial #3: Granting Access for Yourself and Staff](#)
- [Provider Registration and Training FAQs](#)
- [Medi-Cal Rx Subscription Service \(MCRxSS\)](#) (to receive Medi-Cal Rx updates and news)

For additional support, you can contact Medi-Cal Rx Pharmacy Service Representatives (PSRs) to schedule an Office Hour. PSRs can walk you through the registration process and assist in troubleshooting. To request an Office Hour, please email MediCalRxEducationOutreach@magellanhealth.com and be sure to include the following information:

- Name of individual
- Provider name/organization name
- NPI
- Phone number
- Email address
- Preferred date and time for an Office Hour session