



# User Administration Console (UAC) Registration – Alternate Address

November 10, 2021

Follow the instructions described in this document if you need to request your Personal Identification Number (PIN) letter to be mailed to an alternate address when registering through the UAC. An "alternate address" is an address that is not the address that populates for your National Provider Identifier (NPI) on the registration screen. PIN letters are mailed via the United States Postal Service (USPS). Please note that this *will not* permanently change the organization address; this will only reroute your PIN letter to an alternate address for you to complete UAC registration. 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.

To reroute your PIN letter, upon initial registration, complete the required (\*) fields on the screen shown below and click **Validate Org**. Then, select **Alt Address** and click **Submit**. You can view the Alt Address instructions by clicking the hyperlink next to the **Alt Address** checkbox.

Please fill out the fields below to register

**New User Information** Indicates required field \*

First Name \*  Last Name \*  Work Phone \*

**Organization Validation**

Organization Type \*  State \*  Id Type \*

Organization Id/NPI \*

Org Id/NPI ↑	Owner ID	Context(s)	Name	Address	City	State	Zip	Alt Address	Discard
NPI : 8888888889		California Pharmacy Context	Test Pharmacy 9	9 Test Data Park	Magellan Health	CA	88888	<input type="checkbox"/> Alt address	

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When you click the **Alt Address** hyperlink, the instructions display as shown below. You will need to fax a letter with the requested information on your organization's letterhead to the Magellan Health Web Support Help Desk at 888-656-0376.

## ALT ADDRESS INSTRUCTIONS

**TO TEMPORARILY USE AN ALTERNATE ADDRESS TO MAIL YOUR PIN REQUEST**

This process allows a provider to use a temporary address to receive PIN letter information if the address of record being returned on the screen is not correct for any reason. It is important to note that this will only be for **this request ONLY** and will not update the address permanently on the provider file.

After the PIN request has been submitted on the screen, the requestor should FAX a letter on the Organization's letterhead containing the following information:

- Requestor/Submitter's Full Name
- Requestor/Submitter's Email Address
- Provider's NPI/Organization ID(s) that was used for the screen submission
- Provider's Current Address(es) as shown on the screen
- Address that the Requestor/Submitter would like the PIN Letter(s) mailed to

The documentation should be faxed to the Magellan Health Web Support Help Desk at (888) 656-0376.

**The provider should complete and submit the PIN request on the screen, making certain to select the Alt Address checkbox, PRIOR to submitting the required documentation.**

The request will be held for a maximum of 30 days while waiting to receive the documentation. If the required documentation is not received within the 30 day time period or is not complete according to the instructions the request will be deleted, and the user will need to generate a new PIN request to register.

**Reminder that this process will not change the address of record in our system - you should contact DHCS PAVE to have that information permanently updated.**

If you have additional questions, please contact the Medi-Cal Rx Education & Outreach team at [MediCalRxEducationOutreach@magellanhealth.com](mailto:MediCalRxEducationOutreach@magellanhealth.com).