DHCS

UAC Registration and Sign-In Troubleshooting

November 18, 2021

To have the best experience accessing the User Administration Console (UAC), Saba℠, or the Medi-Cal Rx Provider Portal, make sure to follow the suggested technical best practices upon completion of UAC registration:

- Bookmark the login link: Okta℠ Secured Portal.
- Use the Chrome, Firefox, or Microsoft Edge browser to access Medi-Cal Rx applications.
- Disable pop-up blockers and clear your cache to avoid further accessibility issues.

Below are possible error messages and login issues you may encounter and ways you can resolve them. You can also find more information in the UAC Quick Start Guide and Provider Registration and Training FAQs.

Issue/Error Message	How to Troubleshoot
Email activation link not received	The activation email will be sent to the email address listed upon registration completion (be sure to check your Spam/Junk folders). To request a new activation link, follow the instructions below: 1. Go to https://uac.magellanrx.com/pin-registrations. 2. Click **Resend Confirmation Email** on the right-hand side of the screen, enter your email address, and click **Send**. 3. You will receive an activation email from Magellan Medicaid Administration, Inc. (MMA) to the email address you provided in the UAC registration process. 4. Click the link provided in the email, which should bring you to a confirmation page.
Unauthorized – when logging into UAC	This error message occurs when a standard user (non-Delegated Administrator [Del Admin]) attempts to log into UAC. Only Del Admins are permitted to log into UAC.

Issue/Error Message	How to Troubleshoot
User Not Assigned to the Client Application	This error message occurs for users that do not have their privileges assigned to the Medi-Cal Rx Secured Provider Portal. • If you are the Del Admin, please update your role privileges within UAC. • Standard Users should contact their organization's Del Admin to update their role privileges. You can watch the following tutorial that explains this process: UAC Tutorial #3: Granting Access for Yourself and Staff
User ID Already Exists – when registering for a Personal Identification Number (PIN)	If you encounter this error message, it is likely that someone else has already registered the National Provider Identifier (NPI) for your organization. Confirm with your Admin/Manager if a Del Admin account was created for your organization. If you want to add another NPI from an existing Del Admin account, please follow the instructions below: 1. Log in to UAC as the Del Admin. 2. On the Organization Management screen, select the **Add an Org** button. 3. From this screen, enter the NPI to request a PIN letter. 4. Once you have received your PIN letter, return to the Organization Management screen and select the **Register w/PIN** button to complete your registration.
- ORG ID Invalid - ORG ID DOES NOT MATCH ORG ID TYPE SELECTED - NO VALID CONTEXTS FOR THIS ORG ID	These error messages occur when the NPI entered is invalid. You can also get these errors if you are not enrolled with Medi-Cal Fee-for-Service (FFS) either as a billing or rendering provider or as an Ordering, Referring, and Prescribing (ORP) provider in the Provider Application and Validation for Enrollment (PAVE) or with a Managed Care Plan (MCP). **Note:** Prescribers can only register using NPI Type 1. Pharmacies can use either Type 1 or 2 to register. Please contact DHCS Pharmacy Enrollment Division (PED) or the MCP to confirm that you are a participating provider. The best way to contact PED is by submitting the inquiry form located under

Issue/Error Message	How to Troubleshoot
	Contact Us –Provider Enrollment Directory on the PAVE webpage, or by phone at 1-916-323-1945.
Forgot Sign-In Password	If you forget your password, you can click **Forgot password?** from the Okta℠ Secured Portal login page. Then, select your preferred Multi-Factor Authentication (MFA) method and follow the directions. • If you receive an email requiring you to contact your "administrator," please escalate the issue to the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273.
Unlock Password	If you have been locked out of your account after multiple sign-in attempts, click **Unlock account?** from the Okta℠ Secured Portal login page. Then, select your preferred MFA method and follow the directions. • If you receive an email requiring you to contact your "administrator," please escalate the issue to the Medi-Cal Rx CSC at 1-800-977-2273.

If these suggestions do not resolve your issue, please contact the Medi-Cal Rx Education & Outreach Team at MediCalRxEducationOutreach@magellanhealth.com.