Planned UAC System Migration for January 13, 2024

January 11, 2024

On Saturday, January 13, 2024, a required system migration is planned that will result in an outage to the User Administration Console (UAC) application and the [Medi-Cal Rx Secured Provider Portal](). The upgrades will begin at 9 p.m. PT on Saturday, January 13, 2024, and are anticipated to last four hours.

Impacts to the Medi-Cal Rx Secured Provider Portal will include, but may not be limited to, the following systems/activities during the four-hour window:

- Prior authorization (PA) requests
- Secure message center and chat use
- Member eligibility lookup
- Web claims submission
- MRx Pay
- Learning Management System (LMS) use
- Downloading resources from the Medi-Cal Rx Secured Provider Portal

If you typically perform any of these activities on Saturday evening, consider postponing them to Sunday.

Contact Information

You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.

For other questions, email Medi-Cal Rx Education & Outreach at [MediCalRxEducationOutreach@primetherapeutics.com]().