Medi-Cal Rx Web Portal and Training Registration

September 9, 2020

The Medi-Cal Rx transition of all administrative services related to Medi-Cal pharmacy benefits billed on pharmacy claims from the existing intermediaries, Medi-Cal Fee-for-Service (FFS) or Managed Care Plan (MCP) providers, to the new Medi-Cal Rx vendor, Magellan Medicaid Administration, Inc. (MMA), goes into effect January 1, 2021.

Medi-Cal Rx Web Portal and Applications Registration

All Medi-Cal Rx providers, including pharmacies, prescribers, and their staff, will need to complete a registration process to access the Learning Management System (LMS), *Saba*. All education and outreach events will be posted in a calendar on the Saba LMS, and providers will have the ability to enroll in web-based instructor-led or computer-based training. The Saba LMS will be available starting on September 8, 2020. To access the Saba LMS, providers will need to utilize the User Administration Console (UAC) application—a registration tool that controls and manages the user's access to the Medi-Cal Rx Web Portal and associated applications—at www.medi-calrx.dhcs.ca.gov.

The secure section of the Medi-Cal Rx Web Portal will be the place to go starting on January 1, 2021 to access the Prior Authorization system; chat and messaging features; beneficiary drug look-up tool; and web and batch claims submissions. Starting on September 8, 2020, all Medi-Cal Rx providers will be able to start the registration process to access the secure section of the Medi-Cal Rx Web Portal via the UAC application at www.medi-calrx.dhcs.ca.gov.

Starting on January 1, 2021, Medi-Cal Rx pharmacy providers and their staff who do not have a point-of-sale (POS) system may request access to the Web Claims Submission application. To access Web Claims Submission, providers will need to visit and/or return to the UAC application at www.medi-calrx.dhcs.ca.gov to add this access.

Registration

Beginning September 8, 2020, pharmacy providers, prescribers, and their staff will be able to register via the UAC application at www.medi-calrx.dhcs.ca.gov to access the Saba LMS. They will designate a single point of contact to manage employee access to the secure Medi-Cal Rx Web Portal. This contact is known as a *Delegated Administrator*.

This individual will register and create a single User ID and Password to become the Delegated Administrator for one or more pharmacy providers or prescribers. Those users who will become Delegated Administrators may register for access to the new UAC by navigating to www.medi-calrx.dhcs.ca.gov and clicking the **Provider Portal** button. Once on the Provider Portal page, click the **Register** button on the upper-right side of the screen.

The **UAC Home** page presents four options:

- Login
- Upgrade Account
- Register
- Complete Registration

New Users – To Become Delegated Administrators

As a new Saba and Medi-Cal Rx Web Portal user, select **Register**.

You will be guided through a three-step process to request a PIN, register, and activate a new account. A *Quick Start Guide* is available on the Provider Portal. It is suggested that you print the guide and keep it handy until you have completed the entire registration process. Complete documentation for creating and managing users through the UAC is provided online within the application.

1. **Step One – Register**: The provider designates a requestor with the authority to access secure information on their behalf. The requestor will register online for each provider requiring access to the UAC. In response to the online PIN request, Medi-Cal Rx will send a PIN letter via the US Postal Service to each provider at their address of record in order for the provider to verify authenticity.
2. **Step Two – Complete Registration**: It is the responsibility of the provider to determine who will complete the registration process and who will be allowed access to the provider's information. The PIN letter will provide instructions for completing the registration process. Once the registration process is complete, Medi-Cal Rx sends an activation email to the requestor.
3. **Step Three – Activating Your User ID and Password**: By selecting the activation link in the email, the registration process is completed and the provider or authorized users can begin using the UAC.

Once you activate your User ID and Password as a Delegated Administrator, you will need to access the UAC in order to assign your access privileges to the secure web portal applications.

To assign your own access privileges, please use the following steps:

1. Click the **Register** button on the Provider Portal page of www.medi-calrx.dhcs.ca.gov to log in to the User Administration Console.
2. After logging in, click your **User ID** in the upper-left corner of the screen.
3. Click the **Orgs and Roles** tab.
4. Select a **provider or prescriber (organization)** from the Organizations list.
5. Click the **Role Assignments Applications** drop-down menu to see the available access roles.
6. Select **Saba** from the Application drop-down menu.
7. The window will refresh with the role option for Saba Training.
8. Check the box next to the role.
9. Click **Save** to save your changes.
10. Repeat Steps 4 and 5.
11. Select the **Medi-Cal Rx Secure Web Portal** from the Application drop-down menu.
12. Select the **role** by checking the box.
13. Click **Save** to save your changes.

You should now be able to access the secure section of the Medi-Cal Rx Web Portal and Saba LMS on www.medi-calrx.dhcs.ca.gov. Complete documentation for creating and managing users through the UAC is provided online within the application by clicking the **Help** button and viewing the *User Guide*.

Support

If you have any questions or problems regarding the registration of the Medi-Cal Rx Web Portal and applications, you may contact the Medi-Cal Rx Education and Outreach team at medicalrxeducationoutreach@magellanhealth.com. Please provide the following in your email for a return contact:

- Name of Individual
- Provider Name
- NPI/Keyword
- Phone Number
- Email Address

The Education and Outreach team will reply to your email with instructions, or you can elect to attend an Office Hours session (see *UAC Office Hours* below).

Training and UAC Office Hours

Training will be provided on the UAC and Saba LMS applications. Training sessions for the UAC will be offered via a series of computer-based tutorials (CBT) and job aids with step-by-step instructions. If additional help is needed to register outside of the self-directed training resources, you can elect to attend an Office Hours session. The Office Hours sessions and training sessions for the Saba LMS will be facilitated by the Medi-Cal Rx Education and Outreach team via Hewlett Packard Enterprise (HPE) MyRoom®. To register to attend UAC Office Hours and/or a Saba training session(s), please provide the following information in an email to medicalrxeducationoutreach@magellanhealth.com:

- Name of Individual
- Provider Name
- NPI/Keyword
- Phone Number
- Email Address
- Date and Time of Office Hours Session and/or Saba Training

UAC Office Hours Schedule

While we encourage the use of the CBT series and step-by-step job aids, we understand that you may have questions during the registration and user administration setup. We will have office hours to assist pharmacies and prescribers who have questions they cannot answer after utilizing the self-directed learning resources. The Office Hours schedule is as follows:

UAC Office Hours	
Date	**Times (Pacific Time)**
Thursday, September 10	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Tuesday, September 15	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Thursday, September 17	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Tuesday, September 22	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Thursday, September 24	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Tuesday, September 29	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.

Saba

The Saba LMS is your one-stop shop for education and outreach information. Topics to be covered during the training session include how to view the education and outreach events calendar, how to register to attend an event or take an online course, and how to complete evaluations of training effectiveness. The Saba training schedule is as follows:

Saba	
Date	**Times (Pacific Time)**
Monday, September 14	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Wednesday, September 16	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Monday, September 21	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Wednesday, September 23	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Monday, September 28	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Wednesday, September 30	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.

Other Web-Based Application Training

Additional training courses on Medi-Cal Rx web-based applications will be offered throughout the coming months. Access the Saba LMS to see a calendar of education and outreach events, to register for those training sessions, and to access resource documentation.