



# Contra Costa Mental Health Plan

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## STEP BY STEP ENROLLMENT GUIDE

### Medi-Cal Rx Enrollment (Revised 1/26/21)

#### Medi-Cal Rx Provider Web Portal (Physicians and Nurse Practitioners ONLY)

Governor Newsom issued Executive Order N-01-2019 which states the Medi-Cal pharmacy benefits will now be administered through the fee-for-service delivery system for all Medi-Cal beneficiaries (generally referred to as “Medi-Cal Rx”). DHCS has partnered with Magellan Medicaid Administration, Inc. (Magellan) to provide a wide-variety of administrative services and supports for Medi-Cal Rx. and will utilize the Medi-Cal Rx Provider Web Portal. All medication prescribers must be enrolled in the Medi-Cal Rx Provider Web Portal to submit prior authorization treatment requests and view prescription history.

The secure Medi-Cal Rx Provider Web Portal includes key functions for providers and prescribers such as:

- Prior Authorization Information and Submittal Instructions
- Beneficiary Eligibility Look Up
- Prescription History
- Web Claims Submission, Activities, and Inquiries

All prescribers must register in the Portal before **April 1, 2021**.

#### Medi-Cal Rx Provider Web Portal Registration Process

In order to obtain access to the portal, prescribers must first enroll in PAVE. Please note that it will take some time for PAVE to process and approve enrollment so enrollment should be completed as soon as possible. Once a prescriber is enrolled in PAVE, they may proceed with registering for the Medi-Cal Rx Provider Web Portal. Step by step instructions for registering can be found on **Attachment B**. It is important that registration be completed early to ensure prescriber training and set-up is active for use on April 1, 2021.

## Medi-Cal Rx Provider Web Portal Registration Process

### *Required for Prescribers Only*

Medi-Cal will transition pharmacy benefits services from Medi-Cal managed care to fee-for-service which will be administered by Magellan Medicaid Administration, Inc. (MMA) as the Medi-Cal Rx vendor. Among other things, the following will be an enhancement for prescribers and patients with this transition:

- Standardize the Medi-Cal pharmacy benefit statewide, under one delivery system
- Improve access to pharmacy services with a pharmacy network that includes the vast majority of the state's pharmacies and is generally more expansive than individual Medi-Cal managed care plan pharmacy networks.
- Apply statewide utilization management protocols to all outpatient drugs, as appropriate.
- Strengthen California's ability to negotiate state supplemental drug rebates with drug manufacturers as the largest Medicaid program in the country with over 13 million beneficiaries.

The secure Medi-Cal Rx Provider Web Portal includes key functions for providers and prescribers such as:

- Prior Authorization Information and Submittal Instructions
- Beneficiary Eligibility Look Up
- Web Claims Submission, Activities, and Inquiries

Registration is the first step in the process toward full utilization of the secure Medi-Cal Rx Provider Web Portal and the included tools for delivery and management of client services.

For additional detailed registration and training instructions, access the [Medi-Cal Rx Web Portal and Training Registration article](#) located on the [Medi-Cal Pharmacy News Page](#) or the [Medi-Cal Rx New Registration Quick Start Job Aid](#) available from the registration site.

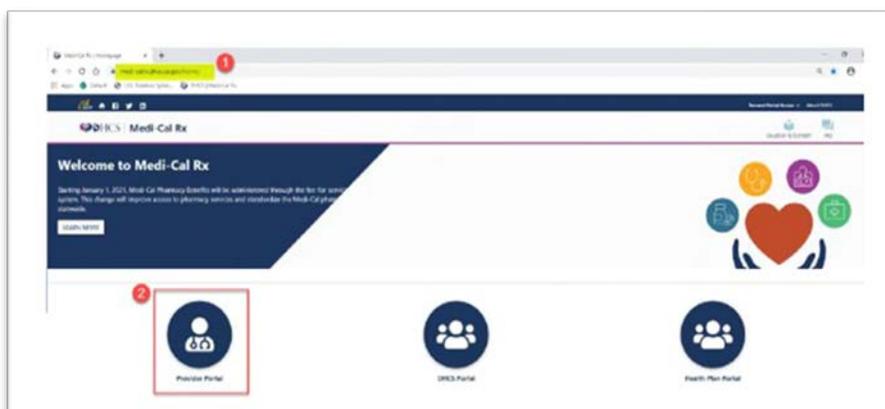
#### Instructions:

*The following steps should only be taken once a prescriber has enrolled in PAVE. Refer to Step by Step Guide to PAVE for additional information and instructions on PAVE registration.*

*Note: If you have not yet enrolled in PAVE or are waiting for approval, you may proceed with the steps below if you have registered with a Managed Care Plan. This may allow you to continue while waiting for your PAVE approval.*

**Step 1.** Go to the Medi-Cal Rx Portal Website ([www.medi-calrx.dhcs.ca.gov](http://www.medi-calrx.dhcs.ca.gov)) using **GOOGLE CHROME** browser.

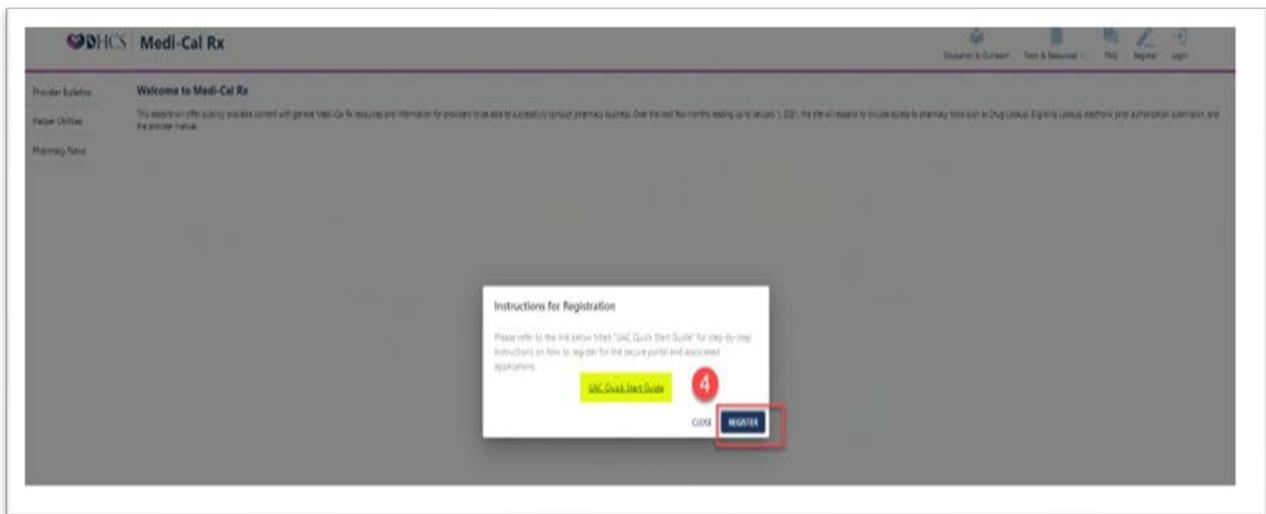
**Step 2.** Click "Provider Portal".



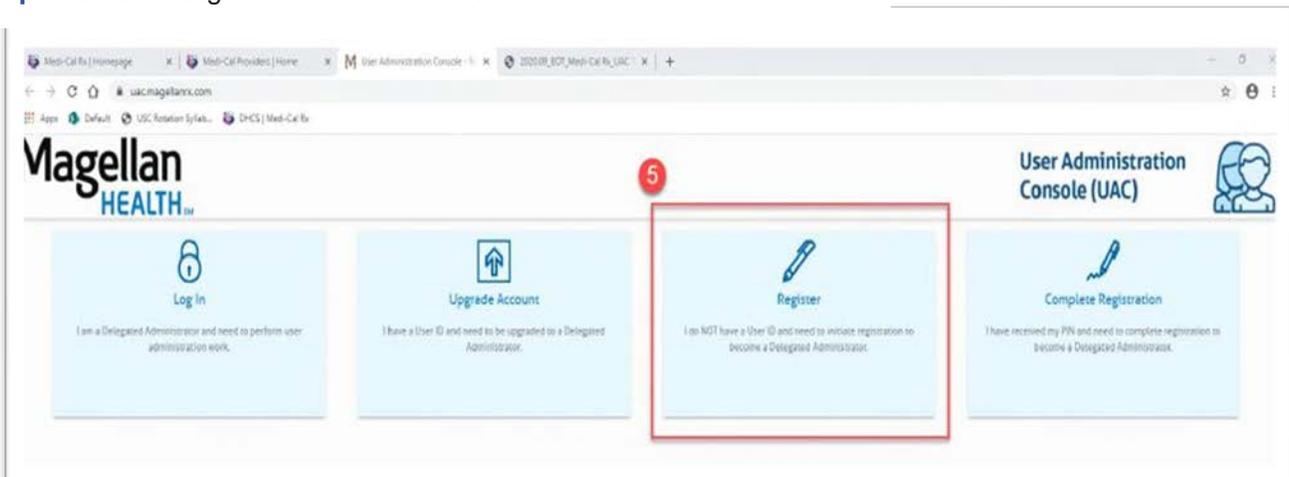
**Step 3.** Click “Register” on right upper corner.



**Step 4.** When the box as shown below pops up, click “Register”. You can also click on the “UAC Quick Start Guide” and follow the instructions on how to register for the portal.



**Step 5.** Select “Register” as shown below



**Step 6.** Enter the following information:

- a) First Name: Enter your first name as registered in PAVE
- b) Last Name: Enter your last name as registered in PAVE
- c) Work Phone: Enter your work phone number
- d) Organization Type: Select "Provider"
- e) State: Select "Medi-Cal"
- f) Org ID Type: Select "Medi-Cal"
- g) Org ID: Enter your NPI number

**Magellan HEALTH** User Administration Console (UAC)

Please fill out the fields below to register  
Indicates required field \*

**New User Information**

First Name\* **a** Last Name\* **b** Work Phone\* **c**

**Organization Validation**

Organization Type\* **d** State\* **e** Org ID Type\* **f**

Org ID\* **g**

**Step 7.** After entering all information in Step 6, click "validate org". At this point, it is important to check if the displayed address is your current mailing address where you are able to receive mail.

**Step 8a.** If you are already a registered Medi-Cal Provider in PAVE or a registered provider with one of the managed care organizations, the screen will display the address where your PIN number will be mailed. You will need this PIN number to complete the second portion of registration. If the address is NOT CURRENT, please check the "Alt address info" box. By checking this box, Medi-Cal Portal will suppress the automated mailing of your PIN to the address displayed and will wait for you to submit a signed letter which notifies Medi-Cal Rx Portal administrator of an alternative address that you need the PIN to be mailed to. This feature allows you to receive the PIN even if your address on PAVE or with managed care organization is not current.

**New User Information**

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

**Organization Validation**

Organization Type\* Provider State\* Medi-Cal Org ID Type\* NPI

Org ID\*

Org Id ↑	Context(s)	Org Name	Address	City	State	Zip	Phone	Alt. Address	Discard
NPI: [REDACTED]	California Prescriber Context	[REDACTED]	[REDACTED]	LOS ANGELES	CA	900257082		<input checked="" type="checkbox"/> Alt address info	<input type="button" value="Discard"/>

Rows per page: 5 1-1 of 1

After you have completed entering your Organization information, you will need to select the VALIDATE ORG button to retrieve the information for the application. If you have multiple Organizations, you should enter each separately and ensure to validate each before submitting in order to avoid having to complete multiple registrations. PIN letters will be mailed to the address of record on the NCPDP registration. If the address is not correct, click the "Alt Address Info" link for further instructions. If you do not wish to request a PIN for an Organization in your list of retrieved data, use the trash can icon to discard that line. Once you have completed the application with all of the Organizations listed, select the SUBMIT button. If you wish to discard the application, select CANCEL.

If you check the “[Alt address info](#)” box, follow the instructions below to provide your updated address information after you click “[SUBMIT](#)”:

**Step a).** Within 30 days, fax a letter on your organization’s letterhead to **Magellan Health Web Support Call Center** at (888) 656-0376. The letter needs to contain the following information:

- The purpose - to request your Medi-Cal Rx Provider Portal registration PIN number to be mailed to an alternative address
- Your name and phone number
- Your NPI number used during the registration process
- Your new address and phone number
- Your signature

**ALT ADDRESS INSTRUCTIONS**

**TO TEMPORARILY USE AN ALTERNATE ADDRESS**

To have the PIN letter suppressed until we receive your documentation indicating your new address please follow the below instructions. Have the provider or authorized administrator for the organization fax a letter on the organization’s letterhead, reflecting the new address. The letter must be signed by the provider or authorized administrator and contain the following:

- the requestor’s name and phone number
- the provider’s ID that was used during the registration process
- the provider’s address and phone number

The letter should be faxed to the **Magellan Health Web Support Call Center at (888) 656-0376**. Your request will be held for a maximum of 30 days while we wait for your documentation. If the required documentation is not received within the 30-day period, the request will be removed and the user will need to generate a new PIN request.

Note that this will not change the address of record in our system but will be used to mail the PIN letter for this request only.

**Step b)** Update your address in PAVE so your address information can be corrected in the Medi-Cal Provider database permanently

If the displayed address is correct, click “[SUBMIT](#)”. You will then receive the below confirmation message.



**User Administration Console (UAC)**



**PIN Request Confirmation**

Thank you for requesting a registration PIN number. The PIN number will be mailed to the address of record for the requested Organization(s) unless you checked the Use Alternate Address box to have the PIN letter held until we receive documentation indicating a new address. The PIN number will allow you to complete the registration process. When you receive your PIN, return to this site and select Complete Registration Widget—“ I have received my PIN and need to complete registration to become a Delegated Administrator.”

**Step 8b.** If you are NOT already a registered Medi-Cal Provider in PAVE or a registered provider with one of the managed care organizations, the screen will display an error message as shown below. You will need to register in the [PAVE portal](#) prior to going forward. Once you receive confirmation regarding your registration in PAVE as a Medi-Cal provider, then begin with Step 1 of this document.

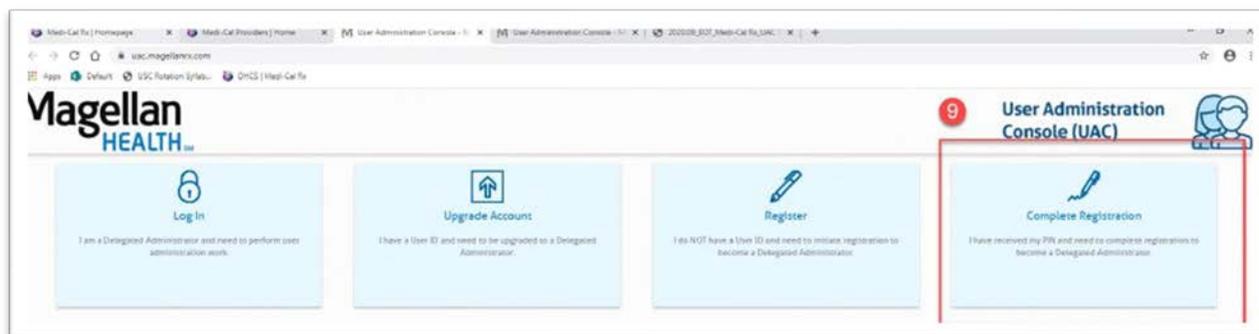
Org ID \* XXXXXXXXXX VALIDATE ORG

INVALID ORG ID, ORG ID DOES NOT MATCH ORG ID TYPE SELECTED, OR NO VALID CONTEXTS FOR THIS ORG ID

Org Id ↑	Context(s)	Org Name	Address
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**Note:** *The following steps can only be completed after you receive the PIN number by mail.*

**Step 9.** Return to the below screen by following Step 1 to 4 of this document. Select “Complete Registration”



**Step 10.** Enter the following information as it is registered in or used for PAVE:

- a) First Name
- b) Last Name
- c) User UD (Email): Enter email address used for PAVE registration
- d) Password
- e) Re-enter Password
- f) Address Line 1
- g) Address Line 2
- h) City
- i) State
- j) Zip/Postal Code
- k) Phone number
- l) Organization Type: Select “Provider”
- m) State: Select “Medi-Cal”
- n) Org ID Type: Select “NPI”
- o) Org ID: Enter your NPI number
- p) Pin: Enter PIN provided to you by mail

Click “**VALIDATE ORG.**”

**Magellan HEALTH** User Administration Console (UAC)

Please fill out the fields below to complete registration  
Indicates required field \*

**New User Information**

First Name \* **a** Last Name \* **b**

User ID (Email) \* **c** Password \* **d** Re-enter Password \* **e**

Address Line 1 \* **f** Address Line 2 \* **g** City \* **h**

State \* **i** Zip / Postal Code \* **j** Phone \* **k**

Pin \*

**Organization Validation**

Organization Type \* **l** State \* **m** Org ID Type \* **n**

Org ID \* **o** Pin \* **p** **VALIDATE ORG.** **q**

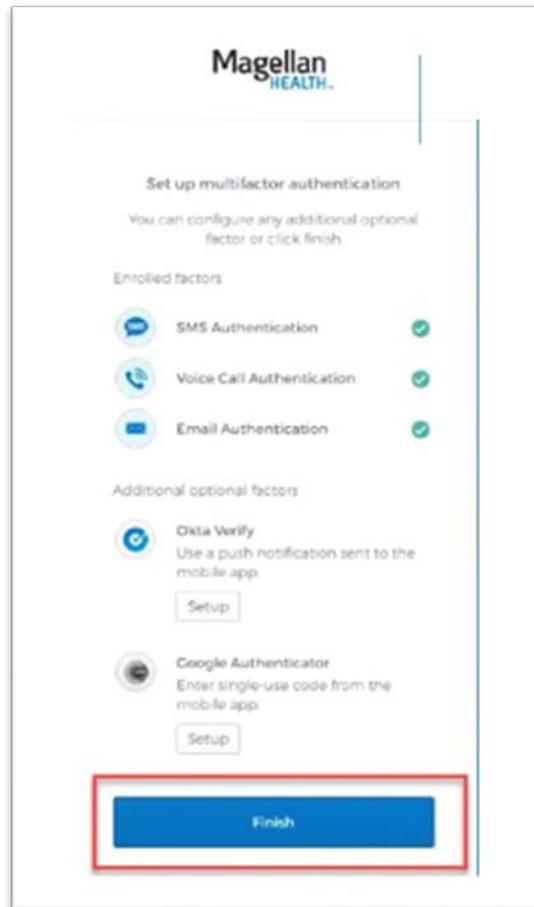
**Step 11.** A successful validation will populate your registration information as shown below. Click “submit”

**Step 12.** A “PIN Registration Confirmation” will appear. An activation link will also be sent to the email account registered with PAVE.

**Step 13.** In the email from Magellan Rx, click on the activation link as shown below:

After your account is activated, an “Email Activation Confirmation” will display in the Medi-Cal Rx Provider Portal site as shown below:

**Step 14.** Follow the prompts to complete multifactor authentication. You can set-up either Okta Verify, Google Authenticator, SMS Authentication, Voice Call Authentication, or Email Authentication. Please set-up SMS, Voice Call, and Email for the minimum requirements. Okta Verify is the third-party vendor that Medi-Cal Rx contracts with to provide training for Medi-Cal Provider on how to navigate the Medi-Cal Rx Portal. Once you have completed multifactor authentication, please click “Finish.”



You are now successfully registered with Medi-Cal Rx Portal.



For more guidance on registration process and training session registration, please refer to this [Medi-Cal Rx Web Portal and Training Registration document](#)