

Arkansas Medicaid Rx User Administration Console (UAC) Quick Start Guide

Version 2.0
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1.0 How to Begin the Registration Process

1. From the [Arkansas Medicaid Rx Web Portal](#), click the **Login** icon in the upper right corner of the screen, then click on **Provider**, and click **Register** under the Login window. You may also go directly to the UAC by entering <https://uac.primetherapeutics.com> in the address bar of your web browser. The **UAC Home** screen appears. Click the **Request a PIN** option to open the **New User Information** form.
2. Enter the necessary information on the **New User** form. The required fields are marked with a red asterisk (*). One of the required fields is *Organization ID*. Prescribers will enter an individual National Provider Identifier (NPI). Pharmacy providers will enter an individual or group NPI.
3. For USER Type, select **State of Arkansas**.
4. For ID Type, select **NPI**.
5. For Organization ID, enter the NPI you are registering for delegative authority and select the **VALIDATE ORG** button to perform the lookup; the system will populate the grid below with the information exactly as it appears on the Provider file.
6. Continue entering and validating as many Organization IDs as necessary; then click the **Submit** button.
7. A letter with a Personal Identification Number (PIN) will be sent to the address on file for each Organization's NPI you requested.

- » **Once you receive your PIN letter, you must utilize the same NPI affiliated with the PIN to complete your registration.**
- » **Alternate address instructions are available in Section 2.0 of this document**

8. When the PIN letter(s) is received, return to the [UAC](#) and click the **Register for Account** option.
9. Complete the required fields on the **New User Information** form. The required fields are marked with a red asterisk (*).
10. Click the **Validate Org** button.
11. Continue entering and validating as many Organization IDs and PIN numbers as necessary; then click the **Submit** button. An email containing an activation link will be sent to the email address that was entered during the registration process.
12. After clicking the activation link from your email, a **Confirmation** screen will appear in your browser window, indicating that you have successfully registered.

- » **If you did not receive an activation email, check your Junk/Spam folder.**
- » **To resend a confirmation email, return to Complete Registration, click the Resend Confirmation Email button, and enter the email address you used for registration.**
- » **Your registration is not complete until you click the Activation link from this email.**

13. The **Confirmation** screen contains a link that directs you to the UAC. Now that you have completed your registration, you are now a Delegated Administrator (Del Admin) and can create and manage Standard User accounts within your organization.

- » **Delegated Administrator: A single point of contact that manages employee access to the Arkansas Medicaid Rx Portal and applications within the portal based on user needs.**
- » **Standard User: Staff that can act on behalf of the Del Admin in the Arkansas Medicaid Rx Portal after privileges/roles have been granted in the UAC.**

2.0 Sending PIN to an Alternate Address

To receive PIN(s) at a different address than the one displayed, you must submit a request to send the PIN(s) to the preferred address.

If you previously requested a PIN(s) and now require it to be sent to an alternate address, you need to RESUBMIT a PIN(s) request.

Please submit the alternate address PIN(s) request using the following instructions:

1. Go to <https://uac.primetherapeutics.com>.
2. Select the **Request a PIN** tile.
3. Enter the provider information requested (First Name, Last Name, Work Phone).
4. For USER Type, select **State of Arkansas**.
5. For ID Type, select **NPI**.
6. For Organization ID, enter the NPI you are registering for delegative authority and select the **VALIDATE ORG** button to perform the lookup; the system will populate the grid below with the information exactly as it appears on the Provider file; you can submit multiple requests on a single submission, so repeat this step with each distinct org ID/NPI you need to register for.
7. Select the **ALT ADDRESS** checkbox on each line that requires a different address than shown ON EACH LINE (if you have multiple entries).

Please fill out the fields below to register

New User Information Indicates required field *

First Name * John Last Name * Doe Work Phone * (501) 123 - 4567

Organization Validation

User Type * State of Arkansas Id Type * NPI Organization ID (OrgID) *
The OrgID can be a NPI, Keyword, Chain Code or PSAO

VALIDATE ORG

Ensure this box is checked on each line before you submit

Organization ID	Owner ID	Context	Name	Address	City	State	Zip	Alt Address	Discard
[Redacted]								<input checked="" type="checkbox"/>	<input type="checkbox"/>

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8. Once all the org ID/NPI(s) are entered and the ALT ADDRESS boxes checked on each line, select **SUBMIT**.

The documentation must be received and correct for each org ID/NPI requested; incomplete or inaccurate submissions will be rejected.

9. Follow the below instructions to complete the alt address process.

Alternate Address



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
- List all OrgIDs that are being submitted on this PIN Request
- 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 Prime Therapeutics 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 update your record, you should contact Prime Therapeutics Account Management to initiate a permanent update.

10. The PIN requests will be held for 30 days maximum until the required documentation is received. Once received, the letters will be released. If the documents are not received or received after the 30-day window the requests will be expunged and new requests will need to be submitted.

To update the information on the Provider file permanently, you will need to contact the Arkansas Medicaid Provider Assistance Center at (800)-457-4454.

3.0 Assigning Your User Privileges/Roles

Application access is granted by selecting the NPI the user will work on behalf of and assigning the applicable privileges/roles. You will also need to assign your own privileges/roles to access the secured applications. If you do not complete this step, you will not be able to access applications with your user ID.

To assign **your own** user privileges, use the following steps:

1. Log in to the [UAC](#).
2. The first time you log in to the UAC, you will be asked to set up Multifactor Authentication (MFA) with one of the following options: SMS Authenticator, Email Authenticator, OktaSM Verify, Google[®] Authenticator, and Voice Call Authentication.

Each time you log in to the Arkansas Medicaid Rx Portal and/or applications, you will be asked to enter the MFA information to confirm your identity.

3. After logging in, click your **User email hyperlink** in the upper left corner.
4. Click the **Orgs and Roles** tab in the left column.
5. Select an **Organization NPI** from the organizations list.
6. Click the **Role Assignments Applications** drop-down menu to see the available roles.
7. Select the desired **Application** from the drop-down menu. The window will refresh with the role options for that application.
8. Check the **box** next to the desired role.
9. Click the **Save** button to save your changes.
10. Repeat steps 4-9 for each application and NPI.

You will now be able to access the application(s).

4.0 Adding Additional NPIs to Your Account

To add additional NPIs to your existing account, please use the following steps:

1. Log in to the [UAC](#).
2. After logging in, click the **Organization Management** tab.
3. Click the **Add Org ID** button.
4. Complete the required fields on the form. Required fields are marked with a red asterisk (*).
5. After the required fields are entered, click the **Validate Org** button.
6. Continue entering and validating as many Organization IDs as necessary; then click the **Submit** button.
7. A letter with a PIN number will be sent to the address on file for each of the organization NPIs you requested.

» **Once you received your PIN letter, you must utilize the same NPI affiliated with the PIN to complete your registration.**

» **If you need to have the PIN letter sent to a different address, select the option in the Alt Address column. You will need to submit the Alt Address request for each organization.**

8. When the PIN letter(s) is received, return to the [UAC](#) and log in as Del Admin.
9. Click the Organization Management tab and select the Register w/PIN button.
10. Complete the required fields on the form, which are marked with a red asterisk (*).
11. Click the **Validate Org** button. Continue entering and validating as many Organization NPIs as necessary; then click the **Submit** button.

The additional Organization NPIs will be added to your lists and become available for assignment.

You will need to assign yourself privileges/roles for all added Organization NPIs before you will be able to access those within the applications.

5.0 Adding Standard Users to Your Del Admin Account

To add Standard Users to your Del Admin account, please use the following steps:

1. Log in to the [UAC](#).
2. After logging in, click the **Add New User** button in the upper right corner of the screen.
3. Complete the required fields and select the **Submit** button. You will automatically advance to the **Orgs and Roles** screen.
4. Select an **NPI** from the **Organization Management** list.
5. Click the **Role Assignments Applications** drop-down menu to see the available roles.
6. Select the desired **Application** from the drop-down menu. The window will refresh with the role options for that application.
7. Check the **box** next to the desired role.
8. Click the **Save** button to save your changes.
9. Repeat steps 4-8 for each application and NPI you wish to assign to the user. The user will now be able to access the assigned application(s).

When adding a new user, you can select the Notify User checkbox, and the UAC will send an email to the user with login details.

6.0 Adding a Standard User to Multiple Del Admin Accounts

If you need to add a Standard User that is already associated with a separate Del Admin account (either within or outside of your organization), please use the following steps:

1. Log in to the [UAC](#).
2. After logging in, click the **Add New User** button in the upper right corner of the screen.
3. Complete the required fields; then click the **Submit** button. You must use the same email address that the Standard User is already registered with.
4. A pop-up warning will appear: "This user ID is already in the UAC database. Would you like to add permissions for the Organization IDs for which you have administrative control?" Click the **Yes** button to continue.
5. You will automatically be redirected to the **Orgs and Roles** section to assign roles/privileges.
6. Select an NPI from the **Organization Management** list.
7. Click the **Role Assignments Applications** drop-down menu to see the available roles.
8. Select the desired **Application** from the drop-down menu.
9. The window will refresh with the role options for that application.
10. Check the **box** next to the desired role.
11. Click the **Save** button to save your changes.

7.0 Upgrading a Del Admin

If you are an existing Standard User and wish to be upgraded to a Del Admin, a written request will need to be submitted. The following requirements must be met for your request to be completed:

1. The letter is written on an organization letterhead.
2. The letter must contain specific language that indicates you would like the user(s) upgraded from a Standard User to a Del Admin or which Del Admin account(s) to remove.
3. The provider is required to specify for each user (if any) listed what organization IDs/NPIs you would like them to have Del Admin abilities for.
4. The letter is required to be signed by an existing Del Admin or an owner/registered officer of the organization.

Once your letter is complete, submit the request via **FAX to 1-888-656-0376**.

8.0 Requesting the Removal of a Del Admin Account

If you would like to remove an existing Del Admin account, a written request will need to be submitted. Submissions for these types of changes are considered of the highest level of security, so this process will need to be strictly followed in order to remove or change Del Admin accounts from an organization NPI(s).

This can only be requested by an authorized official or owner as indicated on the NPI record. The following requirements must be met for your request to be completed:

1. The letter is written on an organization letterhead.
2. The letter must contain specific language that indicates you would like the user(s) upgraded from a Standard User to a Del Admin or which Del Admin account(s) to remove.
3. The provider is required to specify for each user (if any) listed what organization IDs/NPIs you would like them to have Del Admin abilities for.
4. The letter is required to be signed by an existing Del Admin or an owner/registered officer of the organization.

Once your letter is complete, submit the request via **FAX to 1-888-656-0376**.

- » **Del Admin requests are processed as they are received.**
- » **You will receive an email confirmation of the completed action.**