

PACE/CRDP/SPBP PROVIDER BULLETIN

January 20, 2023

Web Portal and Web-Based Applications Changes Update

The following changes to applications that can be accessed through the PACE Web Portal (<https://papaceportal.magellanhealth.com>) were implemented on December 6, 2022.

- Implementation of OKTA with multifactor authentication for our provider web-based applications accessed via the web portal.
 - **Existing Users** of Provider Enrollment, Web Claims Submission (WCS), and/or WebRA, who had a log in established ***prior to December 6, 2022***, will need to complete a short migration process to verify their access credentials and move all existing application permissions to the new OKTA platform.
 - A migration step-by-step job aid has been posted to the Provider Documents section of web portal (<https://papaceportal.magellanhealth.com>).
 - To locate the job aid:
 - Click the PHARMACIST tab.
 - Select Documents from the drop-down menu.
 - Select the document titled “UAC Legacy Active Directory Account to Okta Migration Job Aid”.

Users who established their log in credentials on or after December 6, 2022 do not need to complete the migration process.

IMPORTANT NOTE:

Use the PACE Web Portal (<https://papaceportal.magellanhealth.com>) to access Provider Enrollment, Web Claims Submission (WCS) and MRxPay (formerly WebRA) by clicking the LOGIN NOW button to access your pharmacy-specific information.

Questions may be directed to Provider Services at 1-800-835-4080.