

PACE/CRDP/SPBP PROVIDER BULLETIN

October 3, 2025

Web Portal Changes to Include Multi-Factor Authentication

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

The following changes to applications that can be accessed through the PACE Web Portal (<https://papaceportal.lh.primetherapeutics.com>) will be implemented on November 4, 2025.

- **Implementation of OKTA with multifactor authentication.**
 - To access your pharmacy-specific information, click **Login Now** on the home page of the PACE Web Portal.
 - The OKTA Sign In Window will appear.
 - Enter your existing login credentials.
 - Click Verify.
 - You will be prompted to have a verification email sent to the email associated with your login credentials.
 - Upon receipt of the verification email,
 - Click “Sign In” in the email OR Copy the code provided in the email and enter it into the verification screen.
 - Click Verify to gain access to your pharmacy-specific information.
- **The Multi-Factor Authentication step-by-step process has been added to the enrollment manuals on the web portal (<https://papaceportal.lh.primetherapeutics.com>).**
 - **To locate the updated log in steps:**
 - Click the PHARMACISTS tab.
 - Select Provider Enrollment from the drop-down menu.
 - Select the appropriate “Pharmaceutical Assistance Contract for the Elderly (PACE) Provider Enrollment/ Provider Information Management User Guide”.

NOTE: If Login Credential assistance is needed, contact the Web Support Help Desk at 800-241-8726

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

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