McLaren Health Plan Provider Portal Sign-Up Guide

The McLaren CONNECT provider portal allows registered providers to view member eligibility information securely online for members in all lines of business. Here is the URL: Login

Included are the following online features:

- **View member eligibility information**

- **View member PCP information**

- **Request access to Member Health Profile**

- **Submit requests for prior authorization**

- **View member claims information**

- **Contact MHP Provider Services online**

- **Submit requests for care management disease management programs**

Request for Access

Providers must complete the sign-up process to gain access. Users are required to create individual accounts.

1. Click on "Create Account" to get started

Welcome to McLaren Connect, your new Provider Portal. The portal allows access to all McLaren Health Plan lines of business and replaces the HealthRules and FACTSWeb Portals. Register today!

Log in to:
- View member's eligibility status and benefit information
- Verify member claims
- Download forms
- View member roster
- View member's services due
- Manage authorizations

McLaren Terms of Use
McLaren Privacy Policy
McLaren HIPAA Policy

Sign in to your account

Username

Password

Sign in   Create account

Forgot your password?

2. Enter Provider information including: First Name, Last Name, Title, Pronouns, TIN, Phone number and Email address. Then, click on the Next button.

Provider Information

Please complete all fields. Fields marked with an * are required. Please enter your personal contact user information below.

* First Name

* TIN

* Last Name

* Organizational NPI

* Title

* Phone

* Pronouns

Select an Option ▼

* E-mail Address

Cancel   Next

3. The system will do a quick internal check. You will be asked to confirm your provider information. Once you've confirmed the provider information and it has been verified, you'll see a Submit button. Click on Submit to create your account.

Cancel   Previous   Submit

4. Upon clicking Submit, you'll get a returned message confirming your submission.

Success!

You should receive an email to setup your credentials to finish your account set up. Your username is:_____@mclaren.org.mhp.

5. You'll receive an email from noreply@salesforce.com on behalf of McLaren Health Plan Enrollment

From: noreply@salesforce.com <noreply@salesforce.com> on behalf of McLaren Health Plan Customer Service
Date:
Subject: Welcome to McLaren Connect Provider Portal

Hi User First Name,

Thanks for creating your McLaren Connect Provider Portal user. Please click here to finish your account setup.

Your username is: _____@mclaren.org.mhp

First Name:
Last Name:
Pronouns:
Phone:
Title:
TIN:
Organizational NPI:
E-mail Address:

Or use the following URL if the link does not work: https://mclarenhealthcare--

6. Once you click the link, you'll be prompted to create a password
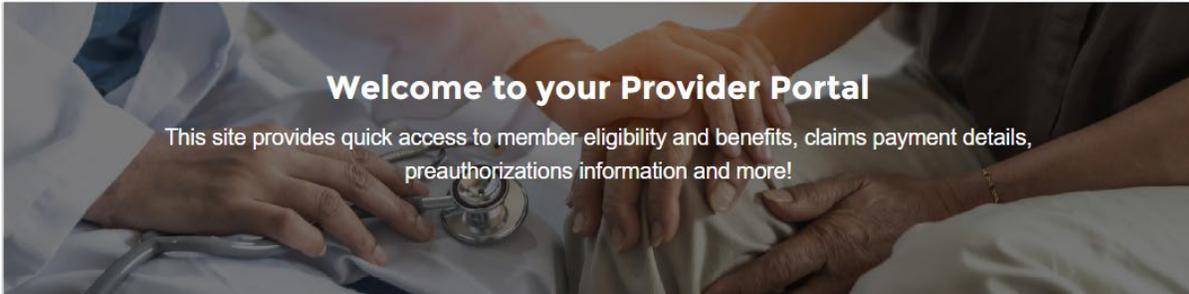
Password should have at least:
○ One uppercase character
○ One lowercase character
○ One number
○ One special character
○ Minimum 8 characters

Password

Confirm Password

Save password

7. You'll then be directed to the McLaren CONNECT Provider Portal Home Page

McLaren CONNECT

Home | Verify Eligibility | PCP Central | Claims & Payment | Auth & Case Mgmt | Find a Provider | Attestation | Bright Futures | Resources | More ⌄

Welcome to your Provider Portal

This site provides quick access to member eligibility and benefits, claims payment details, preauthorizations information and more!

Updates

Reminders

🔗 **Links**

Auth & Case Management

Ask a Question

Find a Provider or Facility

Clinical Practice Guidelines

Optum Pay - Payments & Payment Reports

Member/Provider InterQual

CMS Local and National Coverage Determinations

NCCN Criteria

Medical Policies

Proton Beam Therapy Guidelines

Astro Clinical Practice Guidelines