



HEALTH PLAN

McLaren CONNECT - Frequently Asked Questions

What can I access once I have registered?

Registered providers can access claims, member eligibility, member rosters for PCP, and much more.

Can anyone create an account?

Yes, you will self-register yourself and have immediate access to the site.

Can I pull a PCP member roster?

Yes under the eligibility tab you will need to select the PCP's NPI and the roster will appear at the bottom.

Why are there no claims on a member?

Under the home screen you will need to go to your **Profile – Provider Info** – and here you can add your group NPI. If no group NPI is loaded you will only have access to eligibility.

Why is there no EOB I can pull when viewing a claim?

The EOB's are pulled from our new system. If you need an EOB and cannot pull one yourself please contact customer service at 888-327-10671.

How can I find a member roster for a specific location?

Once you have selected a PCP, you will need to *Download Results* to your computer. This will give you an excel version of the roster, you can sort the roster by PCP location.

Can a member email a copy of their card the provider's office?

Yes, McLaren Health Plan also offers a member portal. In the member portal a member can select to send an email, or print a copy of their member ID card.

Can the provider change their last name under their profile?

No, this would have to be a request sent to security to change the name.

How do I pull Gaps and Care?

At this time you will need to contact McLaren Health Plan at 888-327-0671 to request. We are working on getting the gaps and care on our portal.

Can I send a question to McLaren Health Plan?

Yes on the **Home** page under **Quick Links** there is an option to ask your question. McLaren Health Plan will review this and respond back.

I have the member ID why will it not pull up the member?

Make sure you are adding the 2-digit person code for commercial, and adding two additional zeros at the end of the Medicaid ID. There is an example box listed.

Can I change my password?

Yes, under your profile there is a Security Info tab. Click on this and fill in the required fields, and click update at the bottom. If you have completed this correctly you will receive a confirmation email.

Additional

I already have a McLaren Portal Account, will I need to register for this new site?

Yes you will need to register again to have access to the new Provider portal.

Need Further Assistance?

Contact McLaren Health Plan at 888-327-0671 and you will be directed to a representative that can assist you.

Hours of Operation: Monday – Friday 8:30 am – 5:00 pm

Customer Service Provider Line: Mon – Fri 7:30 am – 5:30 pm

Mailing Address: PO Box 1511, Flint MI, 48501-1511

Website: <http://www.mclarenhealthplan.org>

Provider Portal: <https://secure.healthx.com/mclaren.provider>