

Transition to McLaren CONNECT Physician Portal for Provider Claim Appeals Effective Date: July 1, 2026

McLaren Health Plan is implementing enhancements to our Provider Claim Appeal process to help improve transparency, reduce processing time and streamline communication.

Beginning July 1, 2026, all provider claim appeals ***must*** be submitted exclusively through the McLaren CONNECT Physician Portal.

Key Changes

- Effective July 1, 2026 all provider claim appeals must be submitted electronically through the McLaren CONNECT Physician Portal.
- The current appeal submission methods by fax to 810-600-7984 and email to: MHPappeals@mclaren.org, will be discontinued on July 1, 2026.

Provider Requirements

- Providers must be registered on the CONNECT Physician Portal.
- Each user must create an individual account and provide a valid Tax ID during registration.
- Supporting documentation must be uploaded directly within the portal at the time of appeal submission.

Portal Features & Benefits

- Automated acknowledgment confirming successful appeal submission.
- Real-time access to appeal status and historical submissions.
- Ability to view and download appeal records and determination letters.
- Determination letters will be issued directly through the portal.

Appeal Processing Timeframes

McLaren Health Plan will continue to review, and process appeals within 60 days of receipt. During the transition period, courtesy reminders will accompany determination notifications.

Action Required

Providers are strongly encouraged to register for the McLaren CONNECT Physician Portal as soon as possible to ensure uninterrupted submission of appeals after July 1, 2026.

Need Assistance?

For questions or support, contact MHP Customer Service at 888-327-0671.

McLaren Health Plan thanks you for the quality care you deliver!