



## Commercial Provider Network Update August 2025

### **Electronic Prior Authorization Requirement begins 12/31/25**

Effective December 31, 2025, all authorization requests for Commercial lines of business must be submitted electronically through McLaren's CONNECT provider portal. The CONNECT provider portal allows providers to submit requests for prior authorization through JIVA, the preferred method of sending authorizations to McLaren Health Plan.

Out of network users must register and create a new account to access the portal by completing an [Out of Network Provider Request Form](#) at [mclarenhealthplan.org](https://mclarenhealthplan.org) and submitting it to [mhpproviderservices@mclaren.org](mailto:mhpproviderservices@mclaren.org) with an updated W-9. Completed forms and W-9 may also be faxed to: 810-600-7979. As a reminder, incomplete submissions will delay access to the portal or claims payment.

Providers can access McLaren CONNECT portal here: [Login](#)

Providers rendering services to Commercial patients are encouraged to visit [mclarenhealthplan.org](https://mclarenhealthplan.org) to access current prior authorization requirements and electronic authorizations. The list of Service Codes Requiring Preauthorization is available online at [mclarenhealthplan.org](https://mclarenhealthplan.org) > [Providers](#) > [Medical Management and Authorization](#) > [Referral and Authorization Guidelines](#).

Authorization Updates, Changes, and Clarifications Updates, changes, and clarification to authorization requirements are completed on a quarterly basis and available online. Any updates, changes, or clarifications will be effective in January, April, July and October of each year.

For more information on how to submit authorizations electronically, please contact McLaren Health Plan Customer Service at 888-327-0761 (TTY: 711).

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