

## McLaren CONNECT Provider Portal User Guide

The McLaren CONNECT provider portal is a unique online tool for accessing benefit, eligibility and claims data. Here is the URL: <https://secure.healthx.com/mclaren.provider>

Once you have logged in, you will be on the Provider Home Screen. This guide will walk you through step by step on accessing each feature. If you have any further questions please contact Customer Service at (888) 327-0671.



You are currently logged in as: test3 test3  
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Welcome to your **Provider Portal**

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



**Quick Links**

- [Ask a Question](#) >>
- [Find a Provider or Facility](#) >>
- [Profile](#) >>

**Contact Us**

For questions or comments please contact McLaren Health Plan:

**For claim inquiries, enrollment information and benefits:**  
Phone: (888) 327-0671  
Fax: 877-502-1567

Customer Service hours:  
M-F 7:30a-5:30p

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Lets get started.

### Quick Links:

**Ask a Question** - Here you can submit a question to McLaren Health Plan. McLaren Health Plan will review the question and reply. This will appear in your Messages at the top of the page

**Find a Provider** - Our provider directory is linked in this portal, you can search for pcp, specialist, hospital, etc.

**Profile** - Here you can access your account information along with the provider tax ID and NPI.

**Note:** Under your **Profile** you will **need** to click on the **Provider Info** tab and enter in the **GROUP NPI**. If there are multiple NPI's or TINS's that need to be entered this can be done by entering the NPI/TIN then a comma, ex – 123456789, 987654321. If no NPI is entered in this field you will not be able to access any claims information and will only be able to view eligibility. Once completed hit submit. This will save the information.

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Account Info Security Info **Provider Info**



### Provider Information

Contact Name:

Contact Phone:

Practice Name:

Primary Specialty:  

### Tax ID Numbers (TIN)

#### Note

New TINs and NPIs can be added and changed, but existing ones cannot be deleted or modified.

Tax ID Numbers:  

TIN Contact Name:

TIN Contact Phone:

National Provider IDs (NPI):

New Tax ID Numbers to Add:



## Checking Eligibility for McLaren Health Plan Members

To search for a member, you will need to enter the ID, or last name and date of birth. See message box below for additional search criteria. Member information will have eligibility, address, phone number and who their current primary care doctor is.



HEALTH PLAN

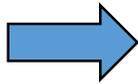
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Please refer to the member's ID card to assist in completing searches.  
- For McLaren Health Plan Medicaid members use their 10-digit Member ID plus "00". Example: 111111111100  
- For McLaren Health Plan Community and McLaren Health Advantage members use their Contract # plus their 2-digit Person Code located on their ID Card.  
- Member's Name and Date of Birth must match their Member ID as well.

Select Provider:

Eligibility

To search for a patient:

- Enter the Member ID *or*
- Enter the Last Name *and* Date of Birth (MM/DD/YYYY)
- Multiple Member IDs can be entered. Press the 'enter' key after each Member ID

First Name:	Member ID(s):	Date of Birth:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name:		Group:
<input type="text"/>		<input type="text"/>

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## Pulling a Member/Patient Roster

To access a member roster you will need to select a provider from the **Select Provider** drop down. The providers are listed by their NPI number. Once a NPI is selected, *if* the provider has members assigned the roster will load and be ready to view below. *(Please note for pcp's at multiple locations you can export the list to an excel spreadsheet and sort by location at that time.)*



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- For McLaren Health Plan Community and McLaren Health Advantage members use their Contract # plus their 2-digit Person Code located on their ID Card.  
- Member's Name and Date of Birth must match their Member ID as well.

Select Provider:

To search for a patient:

- Enter the Member ID *or*
- Enter the Last Name *and* Date of Birth (MM/DD/YYYY)
- Multiple Member IDs can be entered. Press the 'enter' key after each Member ID

First Name:	Member ID(s):	Date of Birth:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name:		Group:
<input type="text"/>		<input type="text"/>

[View All Patients](#)

No patients found.

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## Provider Portal Claims

To view claims, you can search by member ID (please see box below), date of birth and begin/end date, or by claim number. Once a claim is pulled you will be able to view the claims detail, and also have the option to view and print the EOP. If you are unable to view the EOP this only means the claim or line of business has not been loaded into our updated processing system. If you are in need of an EOP please contact Customer Service at (888) 327-0671.



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- Member's Name and Date of Birth must match their Member ID as well.

To search for a patient claim:

- Enter the Patient ID or
- Date of Birth (MM/DD/YYYY) and a Begin/End Date or
- Enter a Claim Number
- Multiple Claim Numbers can be entered. Press the 'enter' key after each Claim Number

Claim Number(s): <input type="text"/>	Patient ID: <input type="text"/>	DOS Begin Date <input type="text" value="3/14/2018"/>
	Date of Birth: <input type="text"/>	DOS End Date <input type="text" value="6/14/2018"/>

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