

Magellan Health Member Consent Portal

User Guide

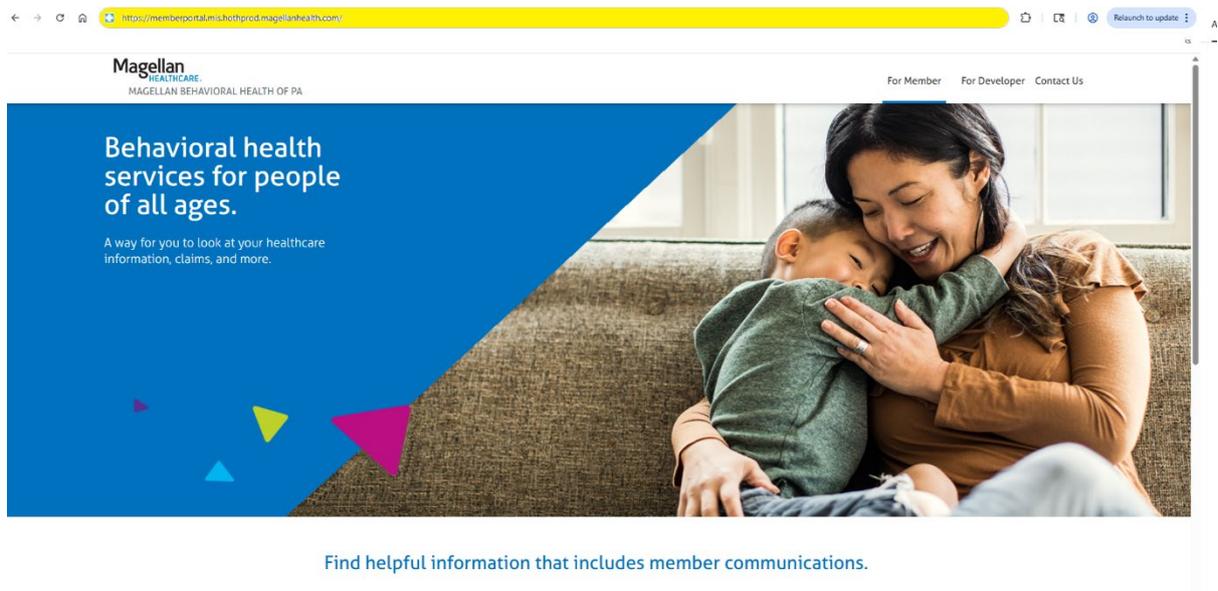


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1. Introduction

1.1 Overview

The Magellan Health Member Consent Portal (Portal) allows you to look at your health information all in one place. You can do the following things through your account:

- Manage Consent—Review and manage who has access to your information.
- Manage Authorized Representatives—Control who can access your personal health information/data.
- Application Gallery—View all authorized applications in your account. These applications can be used to work with providers. They can also be used by patients and payers.

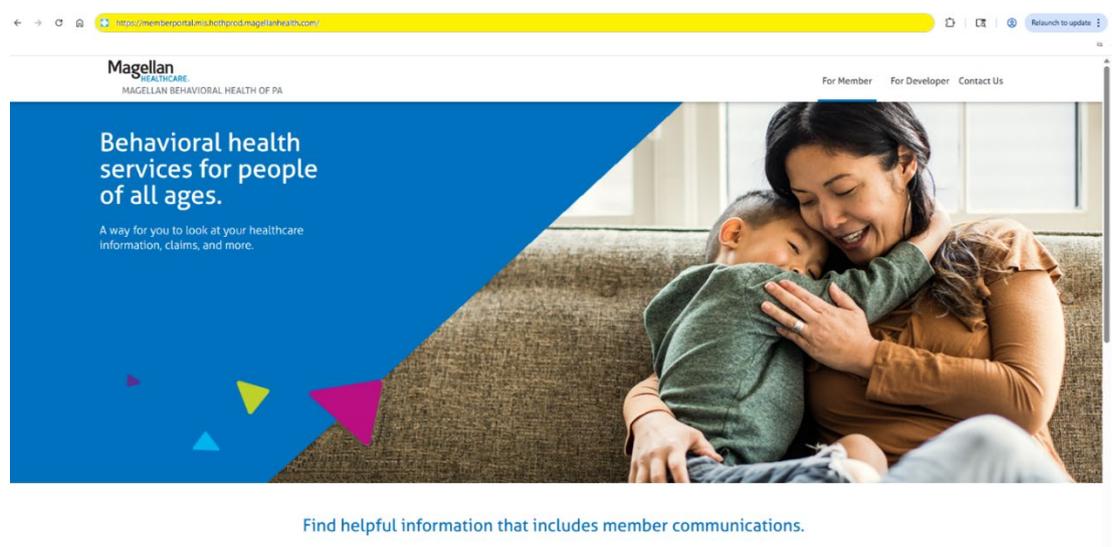
This guide provides step-by-step instructions. The guide shows you how to sign up and access your account.

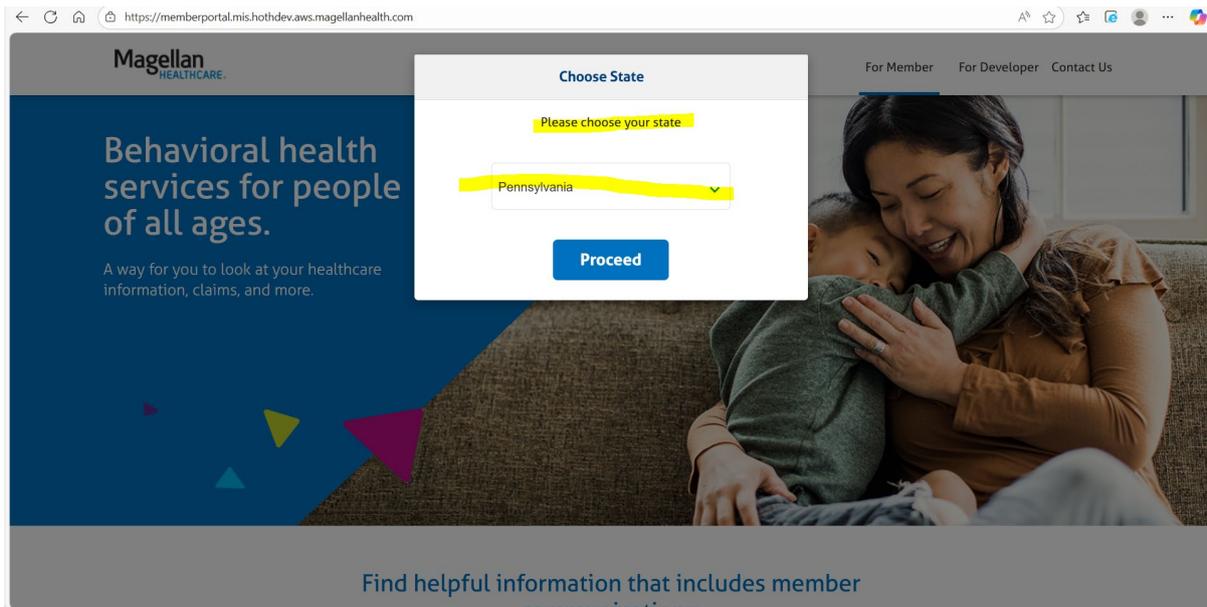
2. Magellan Member Account

2.1 How to Register / Sign up

Step 1: Launch the Home Page

Go to the Portal: <https://memberportal.mis.hothprod.magellanhealth.com/>. Choose your state.

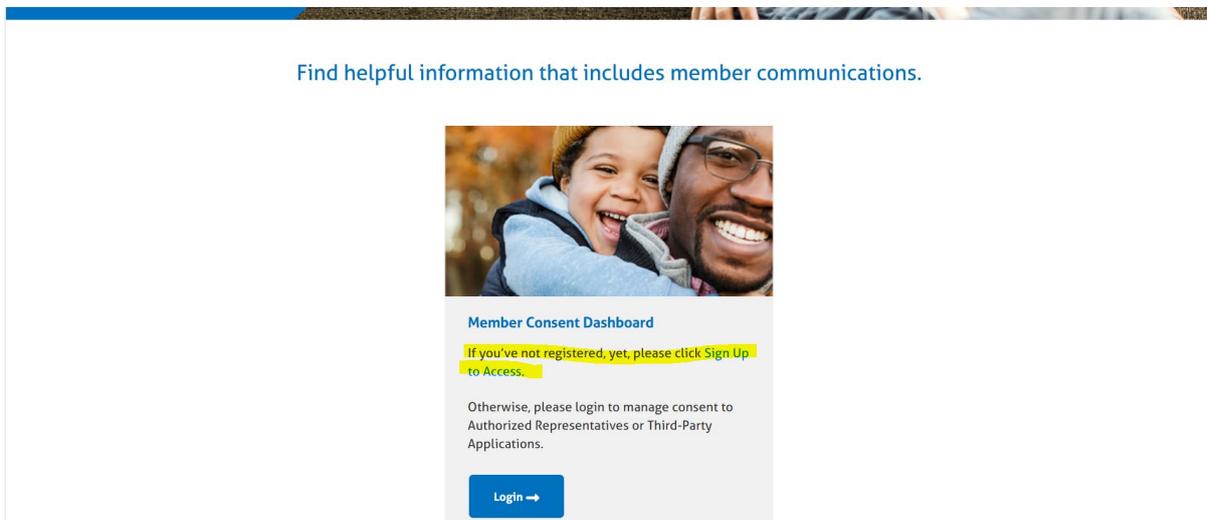




Step 2: Sign-up / Register

1. Scroll down on the home page until you see a link for Sign Up to Access. Click on the link to register.

Note: If you have signed up already, skip this step. You can go to Step 2.2 on page 5.



A page with registration information will be presented.

2. Fill in the required fields that are marked with an asterisk (*). Click continue when you are done.

- If you do not know your member ID, you can enter the last 4 digits of your Social Security Number instead.
- If your information is already in the system, you will receive a message to enter your email and create a new password.
- If your member ID is not found, you will see an error on the page. This will also happen if you have previously registered.

3. Enter your email ID and create a new password. Confirm the new password. Check the box to agree with the Terms and Conditions. Click Submit.

- Password must meet the requirements specified on the screen to proceed further.

The screenshot shows the registration page for Magellan Health. The page is titled 'Registration' and is labeled 'Step 2 of 2'. It contains a 'Signup Information' section with the following fields:

- *Email Address: [redacted]@gmail.com
- *New password: [password field]
- *Confirm Password: [password field]

On the right side, there is a 'Password must contain:' section with the following requirements:

- Minimum of 8 characters & Maximum of 50 characters.
- Must contain at least 1 upper case character.
- Must contain at least 1 lower case character.
- Must contain at least 1 number.
- Must contain at least 1 of these special characters - \$, #, @, %, &
- Does not include your first name.
- Does not include your last name.
- Must not contain dictionary names or words (Dictionary names are considered English words, Proper Names and or abbreviations such as 'Admin'). Sample Acceptable Passwords: Jh#646790, R\$4428267.
- Your password cannot be any of your last 24 passwords.

At the bottom, there is a 'Terms & Conditions' section with a checked box indicating agreement. Below this are 'Back' and 'Submit' buttons.

4. You will receive an email that you signed up. It will take 6-8 hours for your data to be prepared.

The screenshot shows the 'Thank you!' page for Magellan Health. The page displays the following text:

Thank you!
You have activated your account. We must prepare your information for access. This will take 6-8 hours to complete.

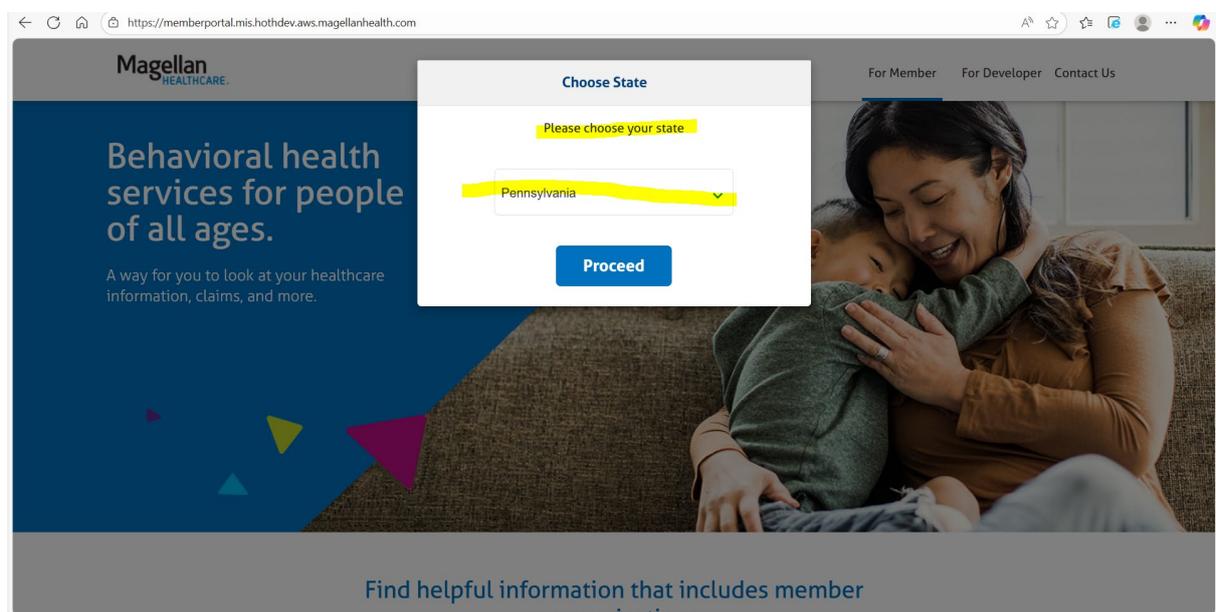
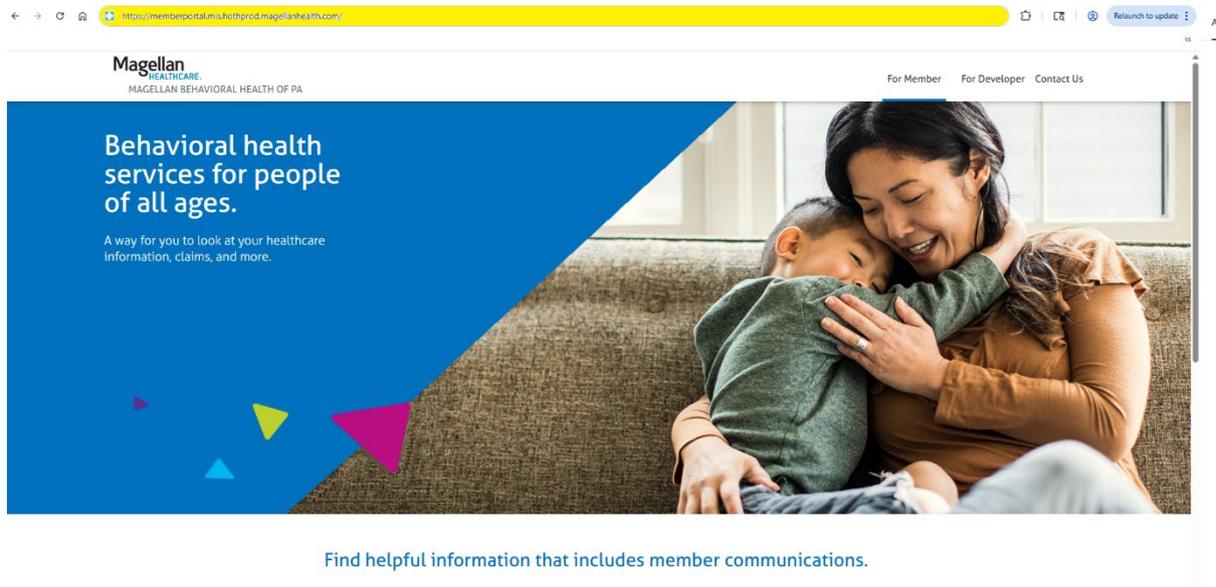
At the bottom, there is a 'Login' button.

2.2 How to Login to Your Member Account

Step 1: Launch the Home Page

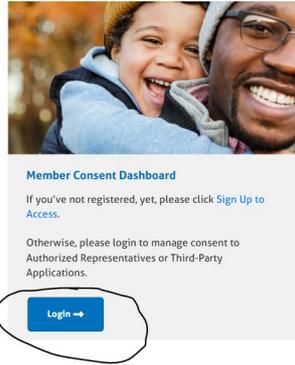
Go to the Member Portal: <https://memberportal.mis.hothprod.magellanhealth.com/>.

Choose your state.

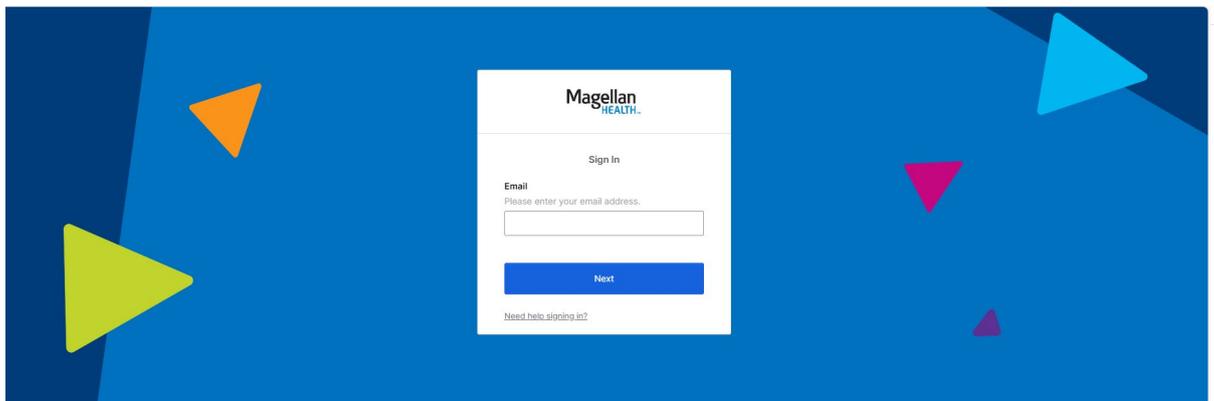


Step 2: Login

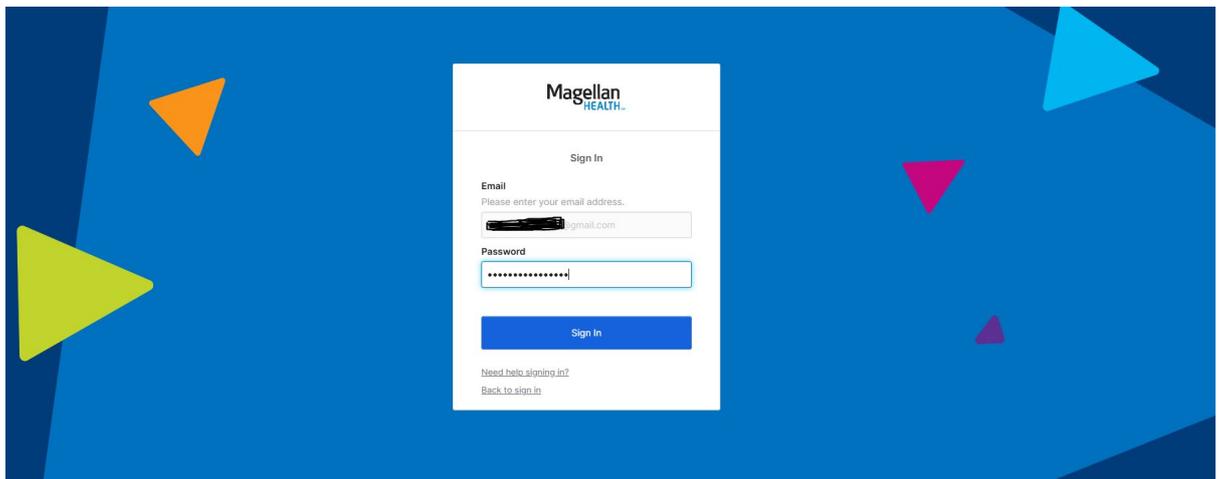
1. Click the Login button on the home page.



2. Enter the email address used to register/sign-up.

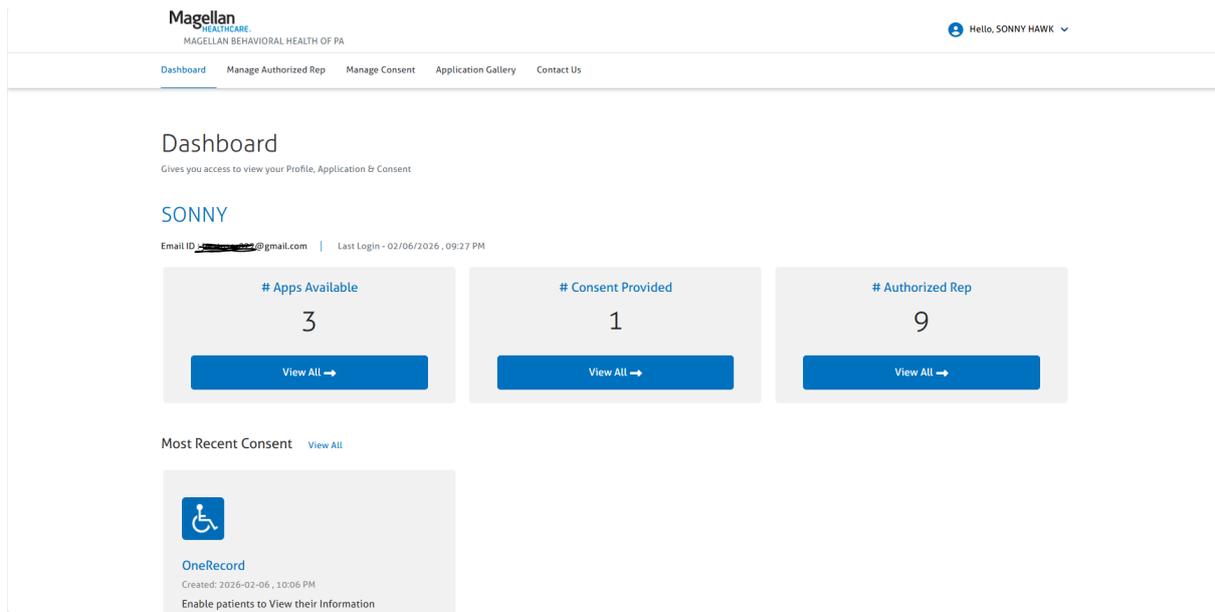


3. Enter your password. Click on Sign In.



4. Once logged in, you will see the Member Dashboard.

Member Consent Portal User Guide



2.3 Sign-out

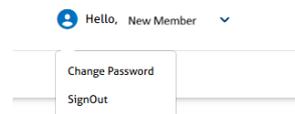
Click on the drop-down in the top right corner of the page. It is right after the member's name.



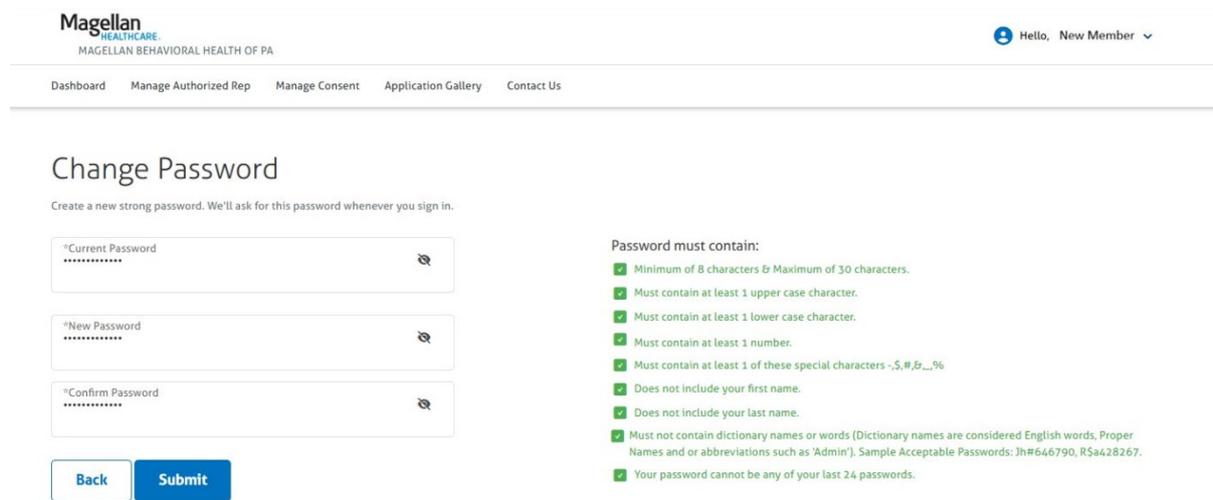
Click Sign Out to complete the process.

2.4 Change Password

Click on the drop-down on the top right corner of the page. It is right after the member's name.



Click the Change Password link.



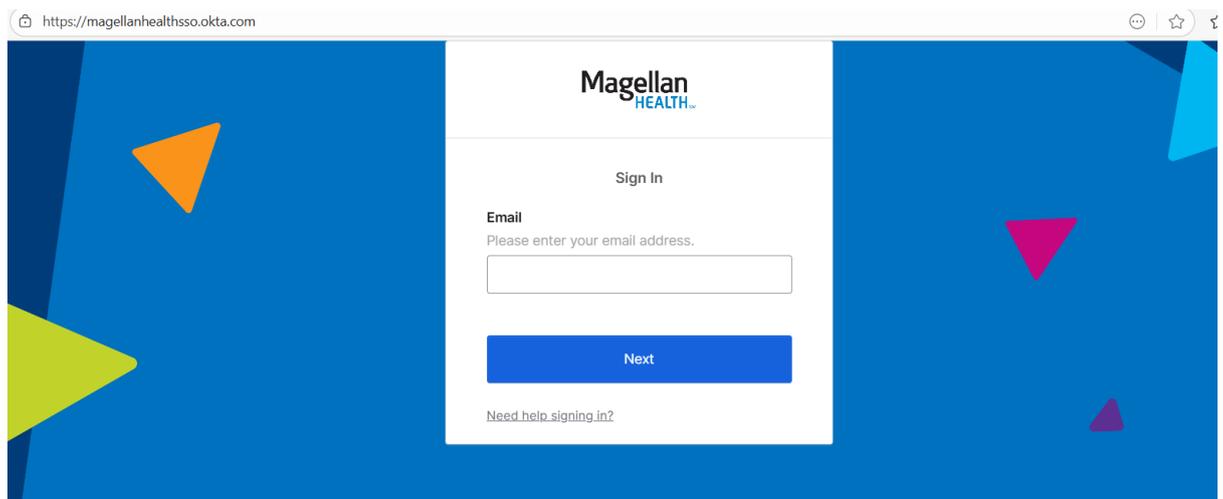
- Enter current password.
- Enter a new password and confirm the new password by entering again in the confirm password field.
- Click Submit.

2.5 Sign-in Help

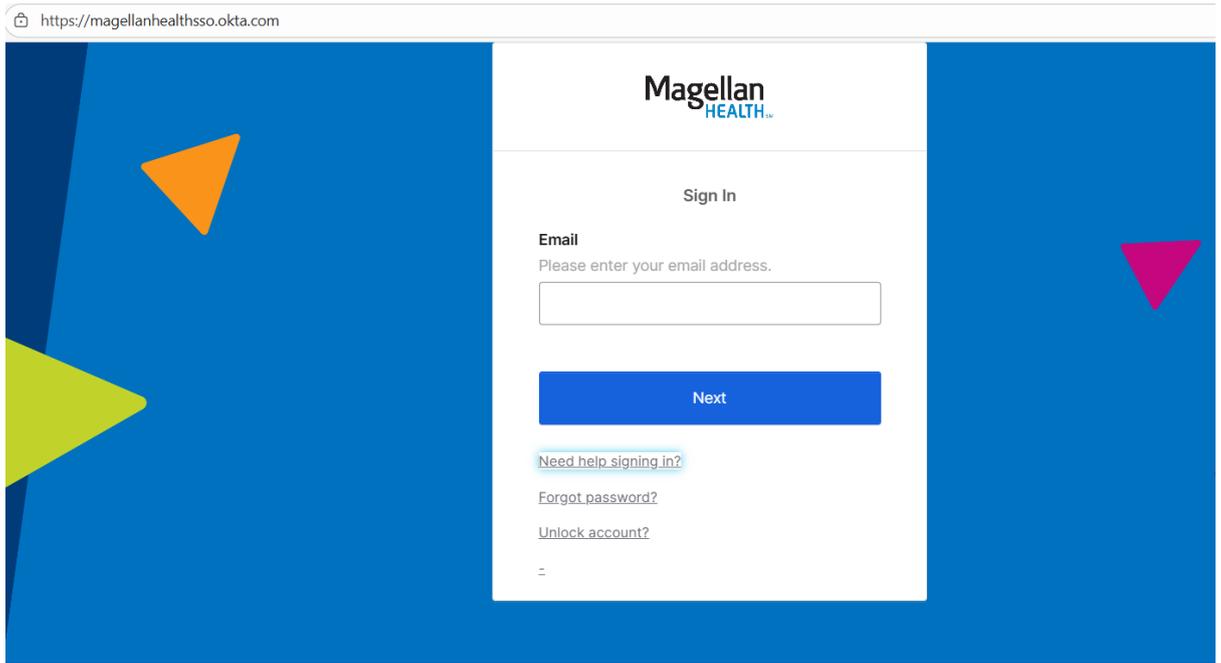
- To reset a forgotten password or to unlock an account after unsuccessful login attempts, use these steps to get help.

2.5.1 Reset forgotten password

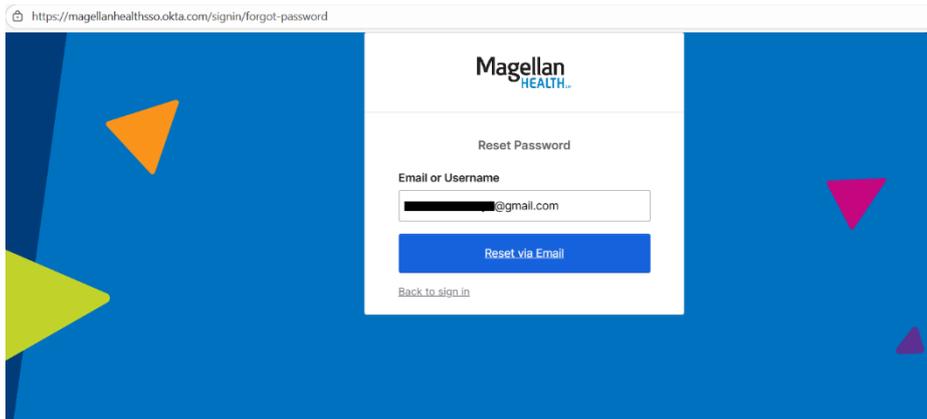
1. Click Login on the Home Page.



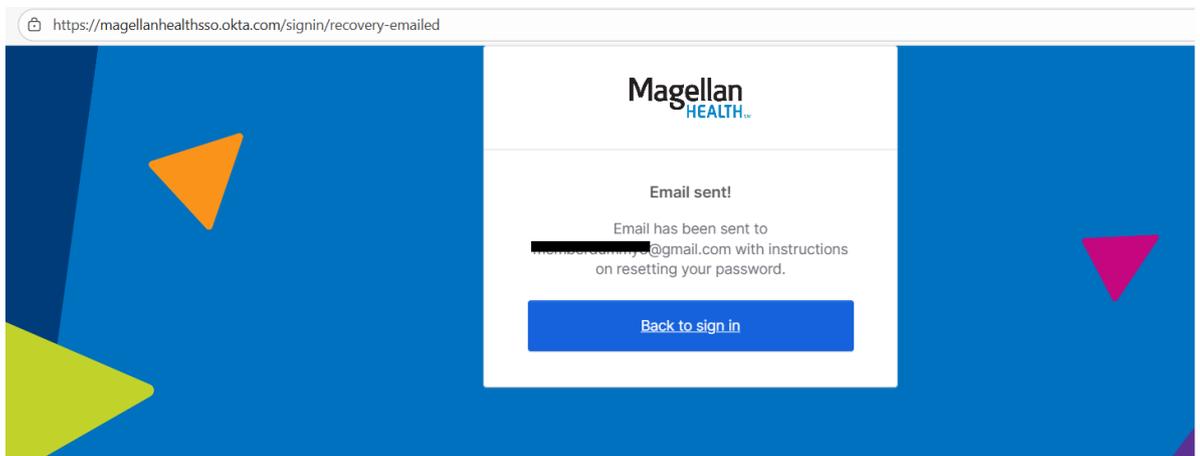
2. “Click Need help signing in?” link below the Next button.



3. Click **Forgot password?** and enter your email address.



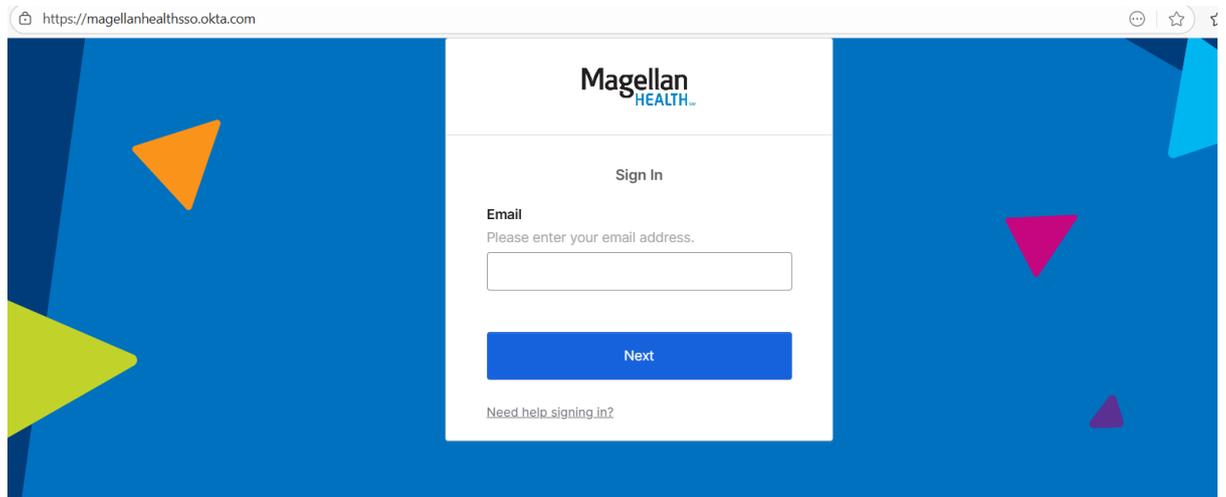
4. Click **Reset via Email** button.



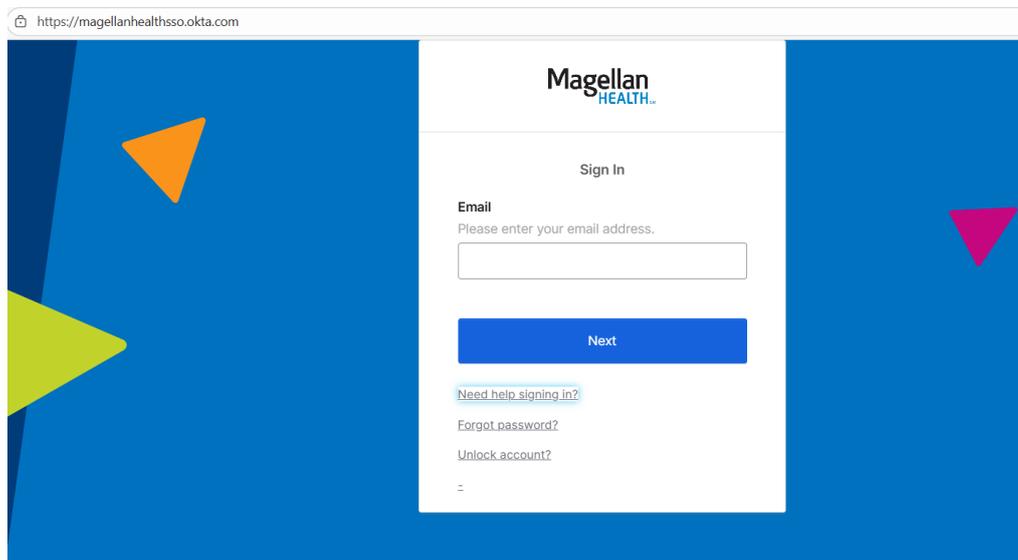
5. Follow the instructions sent to your email. This will allow you to reset your password.

2.5.2 Unlock Account

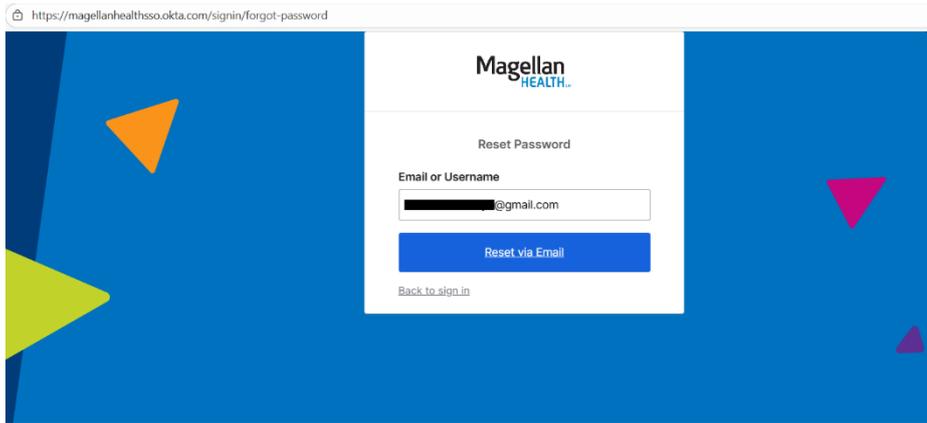
1. Click Login on the Home Page.



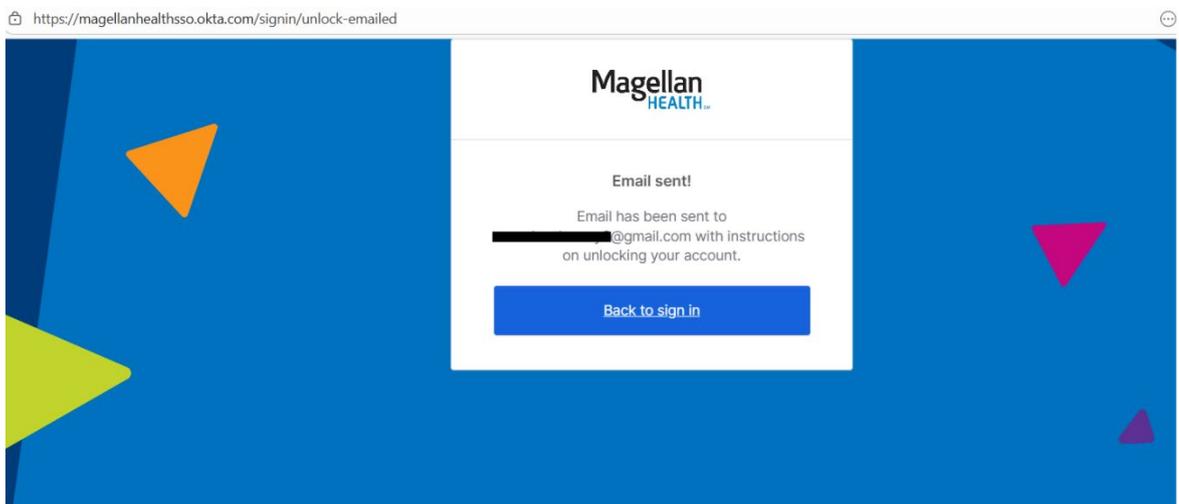
2. Click "Need help signing in?" below the Next button.



3. Click Unlock account? and enter your email address on the following screen.



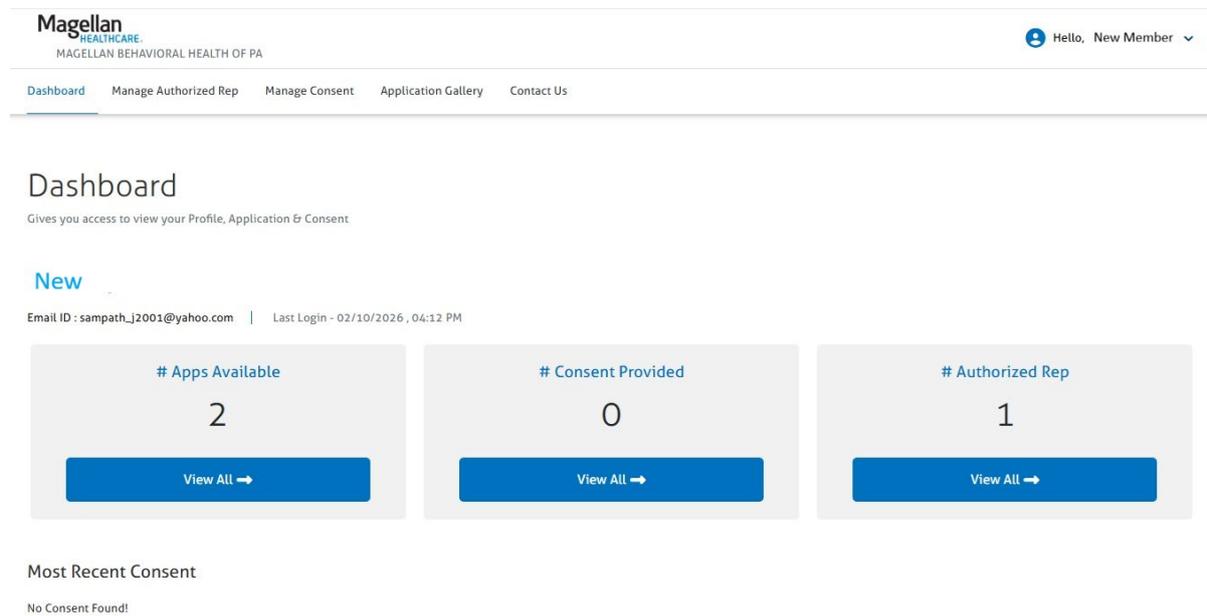
4. Click Reset via Email button.



5. Follow the instructions sent to your email. This will allow you to unlock your account.

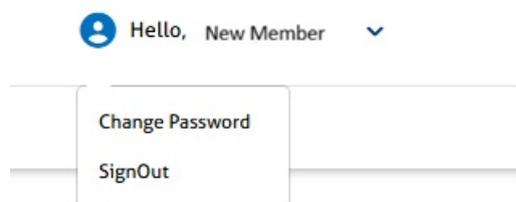
3. Member Dashboard

A successful login will lead you to the Dashboard.



The Dashboard will help you organize your health details.

- The drop-down in the top-right corner lets you sign out and change your password.



The Dashboard gives you many options.

- Number of Apps available to the member and to view the Apps.
- Number of Apps for which consent provided and to view and manage consent.
- Number of Authorized Representatives.

The Menu provides other details for you to access.

- Manage Authorized Representatives
- Manage consent
- Application Gallery – Provides choices available

4. Manage Authorized Representatives

A member can register an Authorized Representative, granting that person permission to view their health information.

- Once a member submits a request to add a new Authorized Representative, it appears on the Manage Authorized Rep page.
- The Magellan Health Admin will approve or reject the request.
- Both the Member and Authorized Rep are notified via email once the request is being reviewed by the Magellan Health Admin, as well as the status on whether it has been approved or rejected.
- Access to the Authorized Rep will be granted after the approval and thereby, he/she can access Member's health information/data.
- The member can revoke individual access from the Manage Authorized Rep page at any time.
- To manage the Authorized Representatives, go to the Member Dashboard page (see section 3 for instructions). Once in the Dashboard, you can choose the menu option

to navigate to the page to view / manage Authorized Representatives.



The image shows the 'Manage Authorized Rep' page. At the top, there is a search bar with fields for 'Auth Rep First Name', 'Auth Rep Last Name', and a 'Status' dropdown menu. A search button is to the right. Below the search bar, there is a blue button labeled 'Add New Auth Rep'. Below that, it says 'Search Results - 1 Authorized Rep found'. A table with the following columns: 'Member Name', 'Authorized Rep Name', 'Relationship', 'Submitted Date', 'Status', and 'Action'. The table contains one row with the following data: 'PA Placeholder', a redacted name, 'Other', '01/30/2026', 'Pending', and a 'View' button. At the bottom, there is a footer with 'Privacy Policy / Terms of Use / Disclaimer' and '© 2026 Magellan Health, Inc. All Rights Reserved. 20260205.v01'.

On this page you can:

1. View the list of Authorized Representatives and their details.

2. Search Authorized Representatives using first, last name, or status.
3. Add new Authorized Representative(s).

4.1 View List of Authorized Representatives

Go to the middle of the Authorized Rep page. Here you will see the list of Authorized Representatives.

Member Name	Authorized Rep Name	Relationship	Submitted Date	Status	Action
PA Placeholder	<input type="text"/>	Other	01/30/2026	Pending	View

« ← 1 → »

Click the View button under the Action heading. You will see the details of each Authorized Representative.

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Hello, New Member

Dashboard [Manage Authorized Rep](#) Manage Consent Application Gallery

View Authorized Rep

Member Details

First Name	Last Name	Date of Birth	Email Address
New	Member	08/01/2020	<input type="text"/> @yahoo.com
Phone Number	Address	Member ID	
<input type="text"/>	1234 Avenue, Frisco, PA, 75033 LEHIGH	<input type="text"/> 777-01	

Authorized Rep Details

First Name	Last Name	Email Address
Auth	User	<input type="text"/> @gmail.com
Relationship	Phone Number	Duration
Other - family	<input type="text"/>	01/31/2026 - 09/30/2026
Address	Legal Authority	Submitted Date
1914 Murray Ave, Pittsburg, PA, 15217 LEHIGH	No	01/30/2026 10:30 PM CT

4.2 Search Authorized Representative

Click on the Search button next to Manage Authorized Rep.

- Use the search options with a combination for first, last name, and status of the Authorized Representative.
- Enter the value of one of the fields: First name, last name, or status, and then  click the search button.

Manage Authorized Rep

Auth Rep First Name Auth Rep Last Name Status

Search Results - **1 Authorized Rep** found

Member Name	Authorized Rep Name	Relationship	Submitted Date	Status	Action
PA Placeholder	Auth Magellan	Other	01/30/2026	Pending	<input type="button" value="View"/>

« ← 1 → »

- If more representatives are found than the page displays, use the navigation arrows at the bottom of the search list to navigate between pages.
- If the representative is not found, refine the search criteria and click on the search button again.
- Select one of the Options from the status drop-down menu:

Status

Select

- Approved
- Pending**
- Rejected
- Revoked

- Approved
- Pending
- Rejected
- Revoked

4.3 Add New Authorized Representative

Authorized Representatives can act on behalf of Members. They can help you with your claims and medical records. They can also help you with other information that may include medical records for:

- Alcoholism
- Substance Use Disorder
- Mental Health
- Prescriptions
- HIV Status
- HIV Test Results

You can register an Authorized Rep after you log in to your account.

To add a new Authorized Rep:

- Click on button to add a new representative.

- All fields marked with an asterisk (*) are mandatory fields. All fields that are auto populated cannot be modified.
- Since you have already logged in to your account, most of the information in this section will be auto populated. Enter any other field that is not auto populated before proceeding to the next section.

1. Authorized Rep Information

- In this section, provide all the necessary information regarding the person you want to register as your Authorized Rep.
- Click the radio button selecting Authorized Rep type:
 - Other enrolled member with Magellan Health - click this if you are already an enrolled member of Magellan Health.
 - Other - Click this if you are not an enrolled member of Magellan Health.

How this works: This person listed above can help and act for you. They can help you with your claims and medical records. They can also help you with other information that may include medical records for:

- Alcoholism
- Substance Abuse
- Mental Health
- Prescriptions
- HIV Status
- HIV Test Results

2. Provide more information on what the Authorized Rep can do on your behalf.

You must check one or more of the boxes below so the person can act on your behalf.

Magellan Health can give the same information to this person that would be given to me.

Magellan Health can let this person make changes to my information. This information can include:

- Changing my address
- Choosing my doctor
- Requesting a member ID card

This person can file a grievance or appeal for me to Magellan Health.

This designation shall remain valid for the length of time selected below.

You can allow this person to act on your behalf until you stop it.

You can also allow this person to act on your behalf for a certain time.

You will allow us to give this person your information until you tell us to stop.

You can write to us at:
interoperability@magellanhealth.com

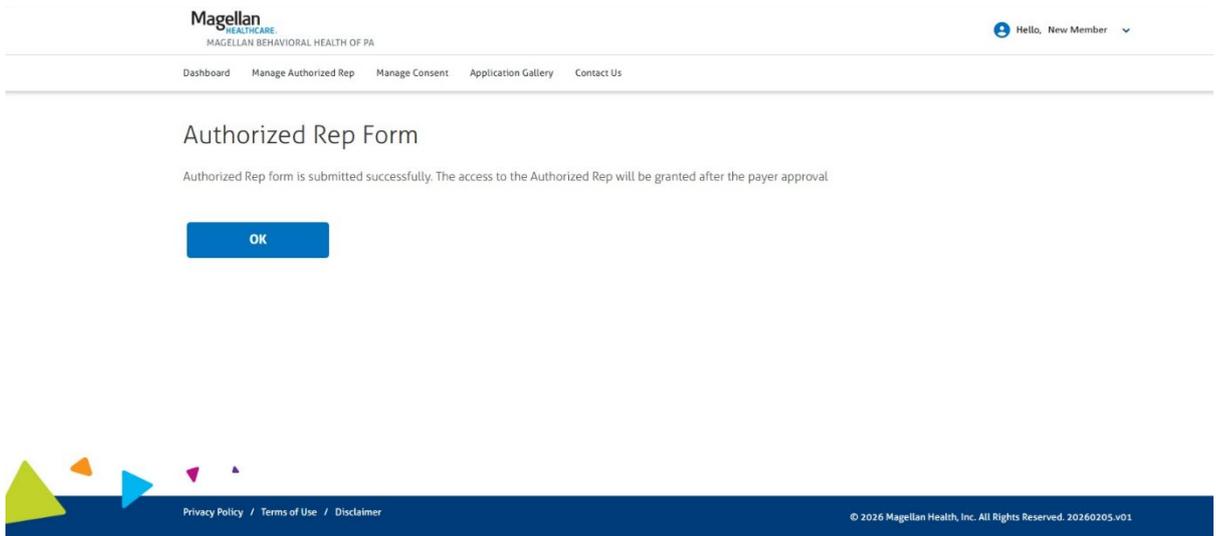
You understand that we (Magellan Health) are not responsible for how information is used by the person. We will not give any information after you tell us to stop.

This is a copy and can be used as the original.

Type your name. This is your electronic signature.

*Enter Name	*Date 02/07/2026 02:37 AM
-------------	------------------------------

- You must check one or more of the boxes in this section as follows so the person can act on your behalf.
 - Magellan Health can provide the same information to this person that would be given to me.
 - Magellan Health can let this person make changes to my information. This information can include:
 - Changing my address
 - Choosing my doctor
 - Requesting a member ID card
 - This person can file a grievance or appeal for me to Magellan Health.
 - Choose how long you want to allow this person to act on your behalf:
 - You can allow this person to act on your behalf until you stop it.
 - You can also allow this person to act on your behalf for a certain time. If you select this option, you will be able to input the date range for which you want to allow this person to act on your behalf.
3. Electronic Signature:
- Type your name. This is your electronic signature.
 - Today's date will be listed. If you wish to change the date, please use the calendar icon to open the date picker and choose the date.
4. Submit the Authorized Rep form. If submitted successfully, an auto message will be displayed, and the Authorized Rep is approved.



5. Click OK to get back to the Manage Authorized Rep page where a new entry can be created.

4.4 Revoke Access to an Approved Authorized Representative

1. Choose the Manage Authorized Rep menu option to go to the page to view / manage Authorized Rep.



- Search for an Authorized Rep using search options if necessary.
- From the list of Authorized Representatives, select the Authorized Rep. to be revoked by selecting the View button next to that Authorized Rep.

Manage Authorized Rep

Auth Rep First Name Auth Rep Last Name Status

Search Results - 9 Authorized Rep found

Member Name	Authorized Rep Name	Relationship	Submitted Date	Status	Action
test test	test test	Parent	07/30/2025	Pending	<input type="button" value="View"/>
sadf asdf	asdf asdf	Parent	11/5/2025	Pending	<input type="button" value="View"/>
member name member last	Name last name	Parent	04/12/2024	Pending	<input type="button" value="View"/>
Jon DOE 2	John Test	Parent	12/4/2024	Approved	<input type="button" value="View"/>
Jon DOE 2	John Demo	Child	12/5/2024	Pending	<input type="button" value="View"/>

2. From the view Authorized Rep page, click on the Revoke button.

View Authorized Rep

Member Details

First Name Jon	Last Name DOE 2	Date of Birth 03/01/1955	Email Address jtestuser022@gmail.com
Phone Number (123) 123-1231	Address 123 avenue, LORTON, VA, 220791806	Member ID VAD109012162041-01	

Authorized Rep Details

First Name John	Last Name Test	Email Address john@demo.cvom	
Relationship Parent	Phone Number (123) 123-1231	Duration 12/05/2024 - 12/05/2025	Status Approved
Address 123 av, asdf, LA, 79932	Legal Authority No	Submitted Date 12/05/2024 03:53 AM CT	
Reason approved			

[Back](#) [Revoke](#)

5. Manage Consent

The Manage Consent page displays all the third-party applications for which you have given consent to access your health data. You can revoke consent for any App to access your health data.

5.1 How to Revoke Third Party Application

Follow these instructions to revoke access to your health data.

- Log in to your account to view the homepage dashboard.
- Click the Manage Consent menu option or click the View All button under # Consent Provided.

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Hello, New Member

Dashboard Manage Authorized Rep **Manage Consent** Application Gallery Contact Us

Dashboard

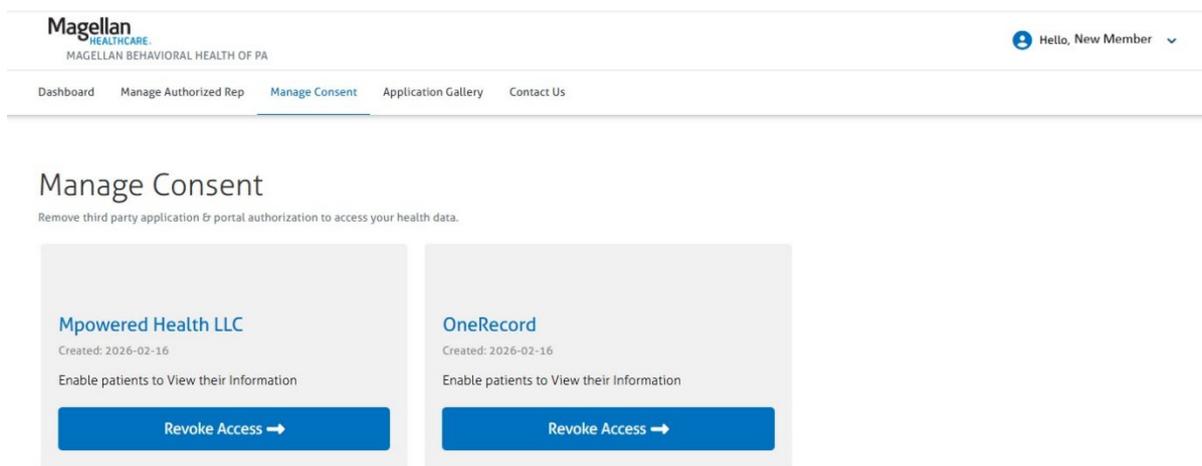
Gives you access to view your Profile, Application & Consent

New

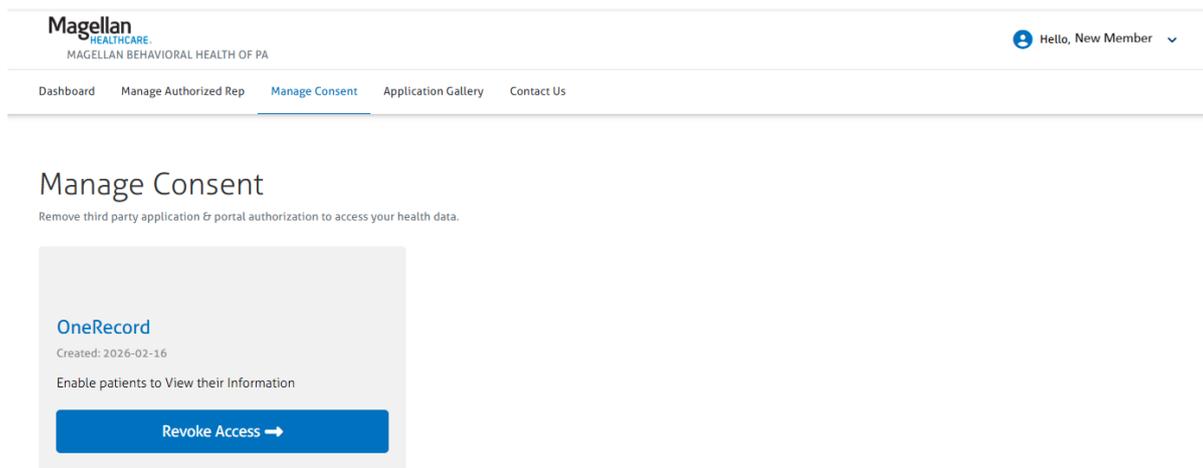
Email ID [redacted]@yahoo.com | Last Login - 02/10/2026, 04:12 PM

# Apps Available 2 View All →	# Consent Provided 2 View All →	# Authorized Rep 2 View All →
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- Click the Revoke Access button for the App you want to revoke.



- The App to which access is revoked will be removed from the list of Apps for which consent is provided.



6. Application Gallery

You can view all authorized applications under the Application Gallery. These applications can be used to work with your providers. They can also be used by patients and payers.

6.1 View and Provide Access to the Apps Listed In the App Gallery

- Log in to your account to view the homepage dashboard.
- Click the Application Gallery menu option or click the View All button on the under # Apps Available.

Member Consent Portal User Guide

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Hello, New Member

Dashboard Manage Authorized Rep Manage Consent **Application Gallery** Contact Us

Dashboard

Gives you access to view your Profile, Application & Consent

New

Email ID [REDACTED]@yahoo.com | Last Login - 02/10/2026, 04:12 PM

# Apps Available	# Consent Provided	# Authorized Rep
2	2	2

View All →

- Click the Allow Access button for the App that you want to provide access to.

Magellan HEALTHCARE
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Hello, New Member

Dashboard Manage Authorized Rep Manage Consent **Application Gallery** Contact Us

Application Gallery

Sort By Name (A - Z)

All Apps Patient Engagement

Application Name	Description	Action
Mpowered Health LLC	Enable patients to View their Information	Go To Web
OneRecord	Enable patients to View their Information	Go To Web

- Once access is provided to an App, please download the App on your mobile device or go to the App's website and follow the App's instructions to access or transfer your records.

7. Contact Us

Click on the Contact Us menu from the Member Portal homepage to reach our support team.

Contact Us

For technical support and issues, please contact:

interoperability@magellanhealth.com

Behavioral health services for people of all ages.

A way for you to look at your healthcare information, claims, and more.

