Magellan Health Member Consent Portal

User Guide
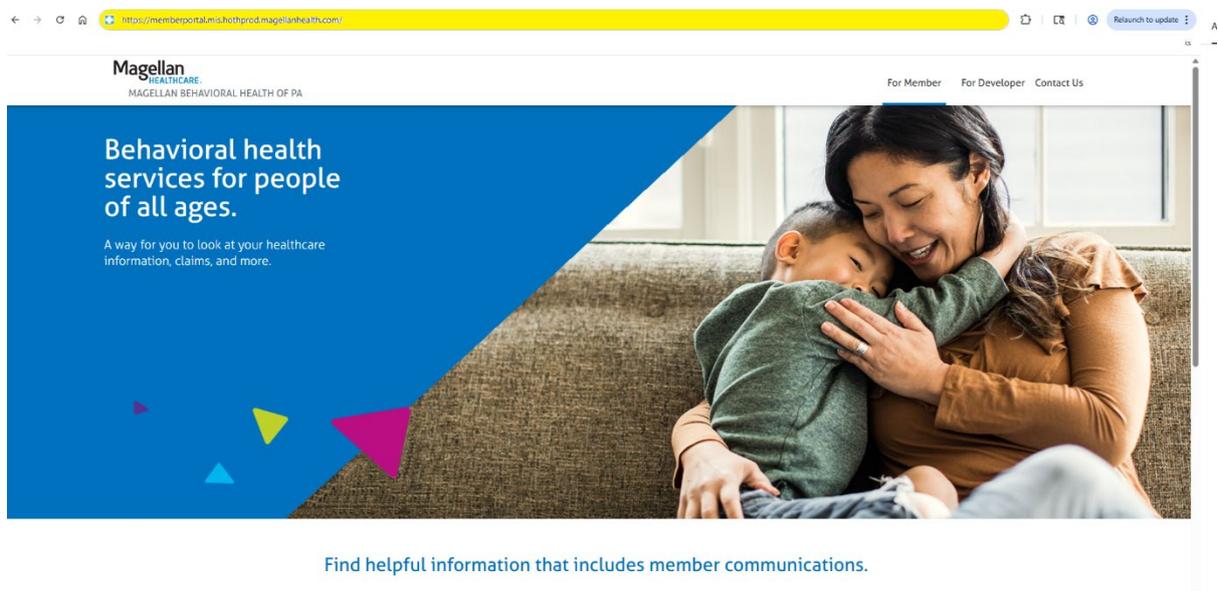
Table of Contents

1.Introduction

1.1 Overview

The Magellan Health Member Consent Portal (Portal) lets you look at your health information online. You can:

- Manage Consent—See and name who can look at your information.
- Manage Authorized Representatives—Choose who can help you with your health facts and data.
- Application Gallery—You can see all of the applications in your account. They can be used to work with providers. They can also be used by patients and payers.

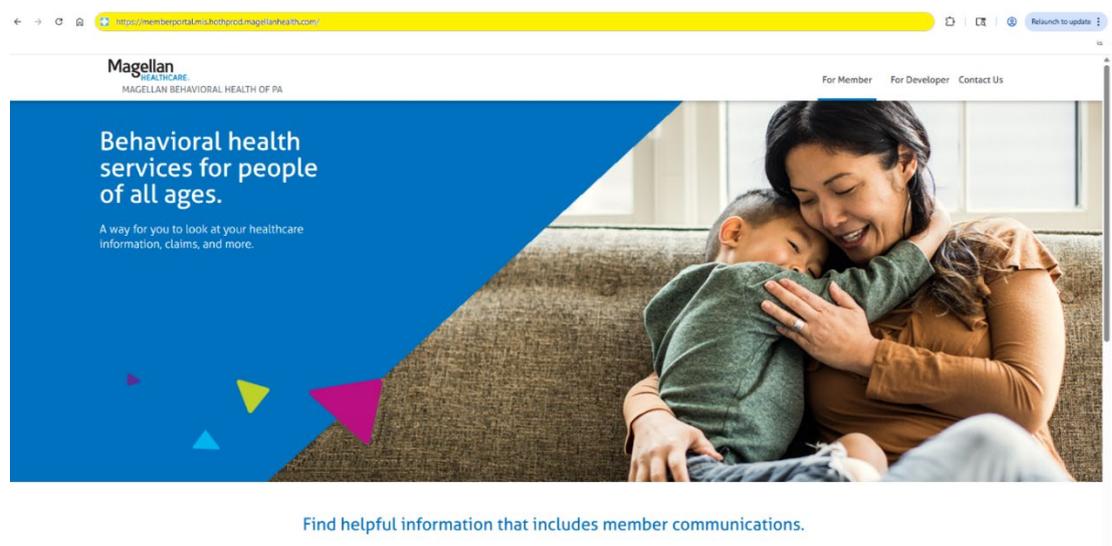This guide shows you how to sign up and use your account.
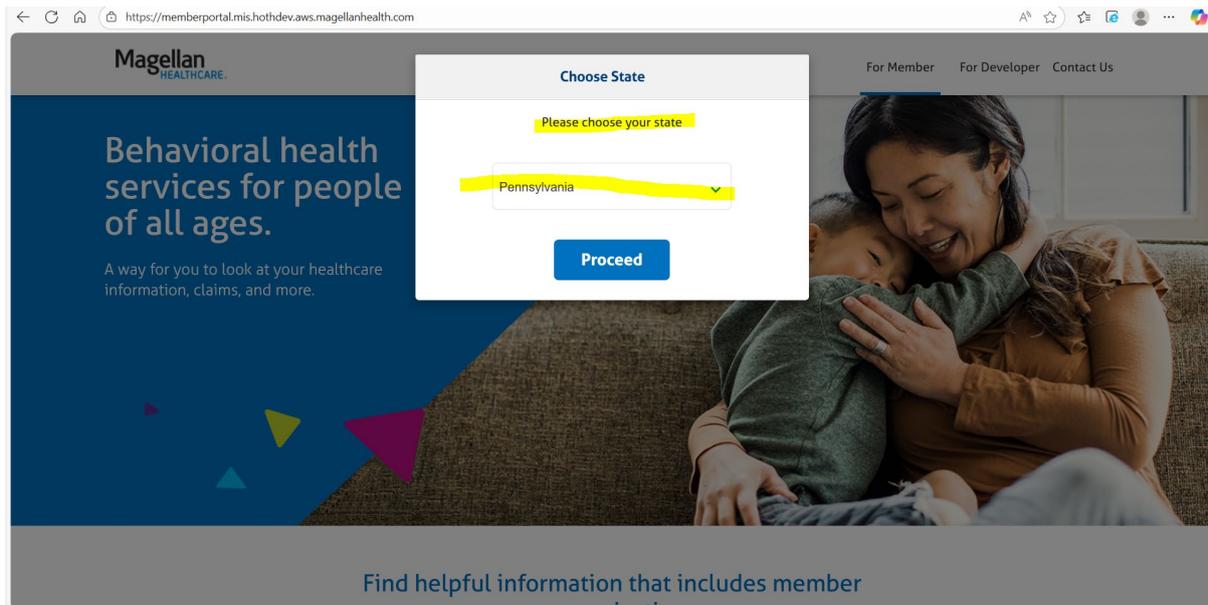
2. Magellan Member Account

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.
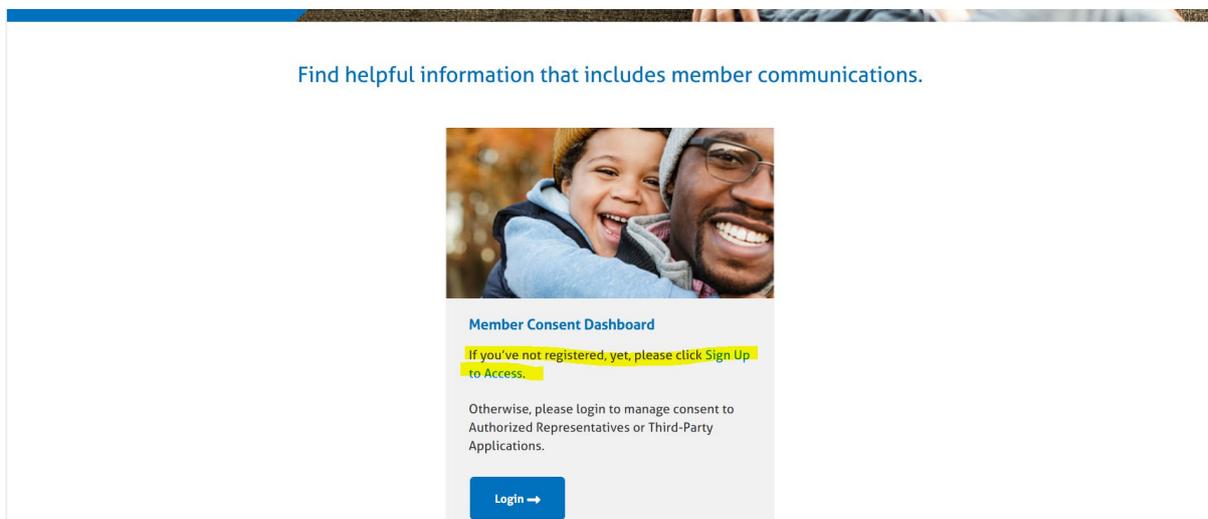
Step 2: Sign-up / Register

1. You can 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 spaces to provide your name, date of birth, member ID, or the last four digits of your Social Security number will appear.

2. If a blank space has an asterisk (*) you will need to fill that space. 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.
    - If the system already knows your name, birthday, and member number, it will show a message. The message will tell you to type your email and make a new password.
    - If the system cannot find your member ID, you will see an error message. This can also happen if you signed up before.

3. Type your email and make a new password. Type the new password again to make sure it matches. Check the box to say you agree with the Terms and Conditions. Then click **Submit**.
    - Your password must follow the rules shown on the screen to go farther.

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

2.2 How to Login to Your Member Account

Step 1: Open the Home Page

Go to the Member Portal: https://memberportal.mis.hothprod.magellanhealth.com/.
Choose your state.
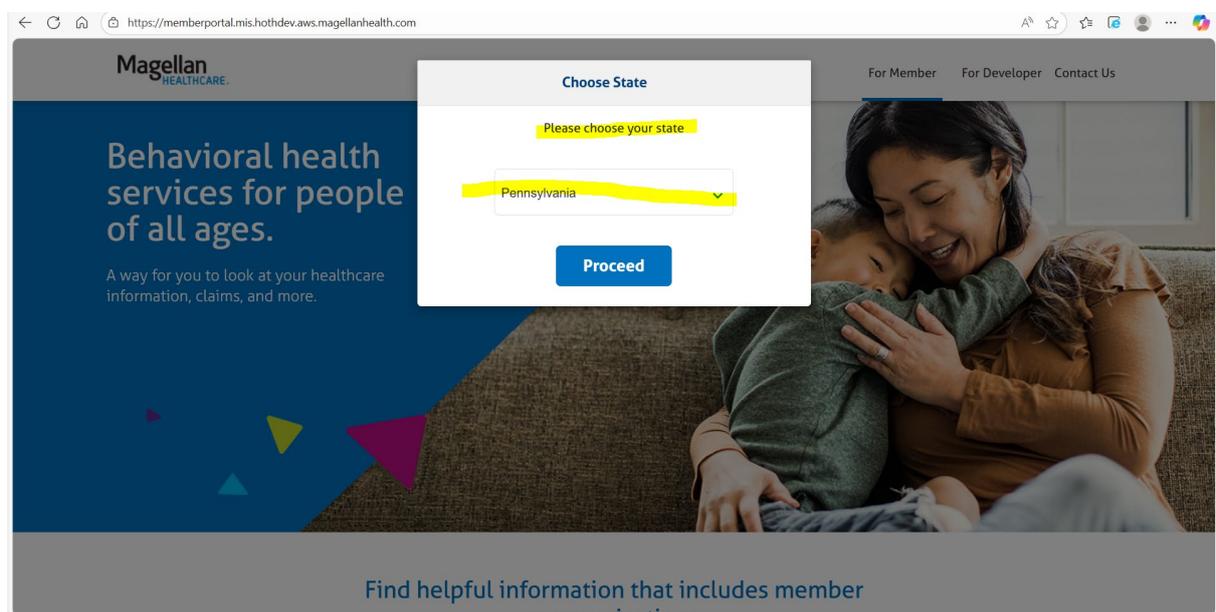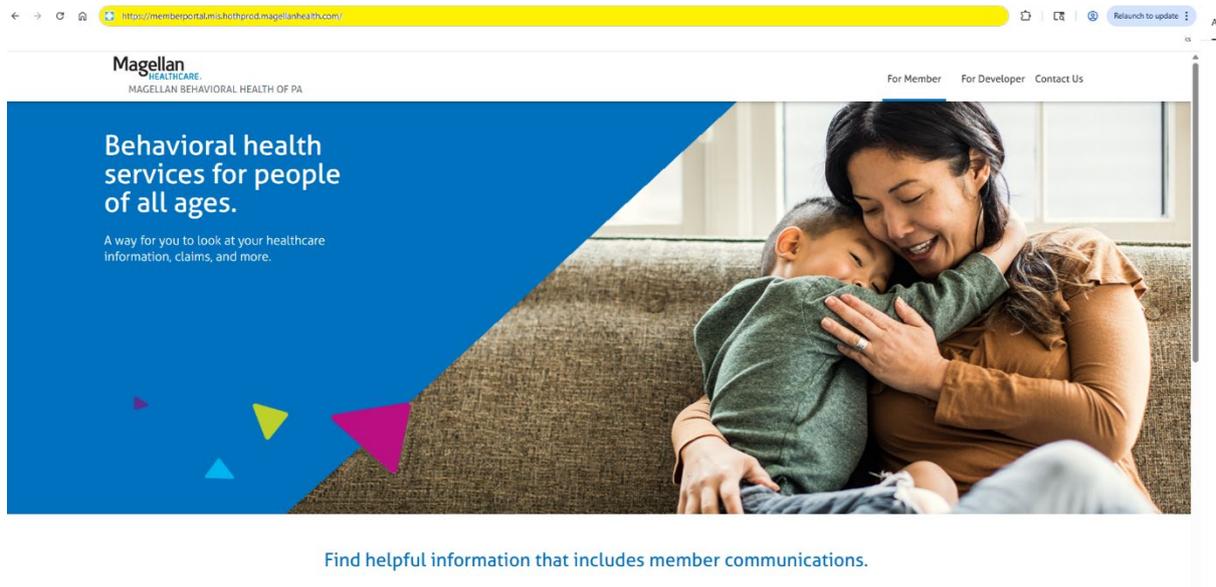
Step 2: Login

1. Click the Login button on the home page.
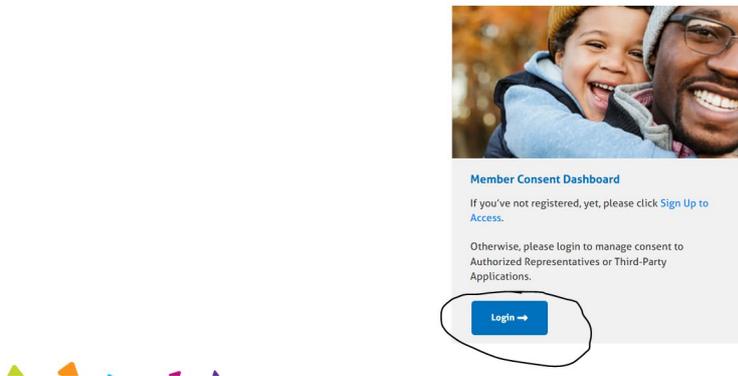
2. Enter the email address that you used when you signed up.
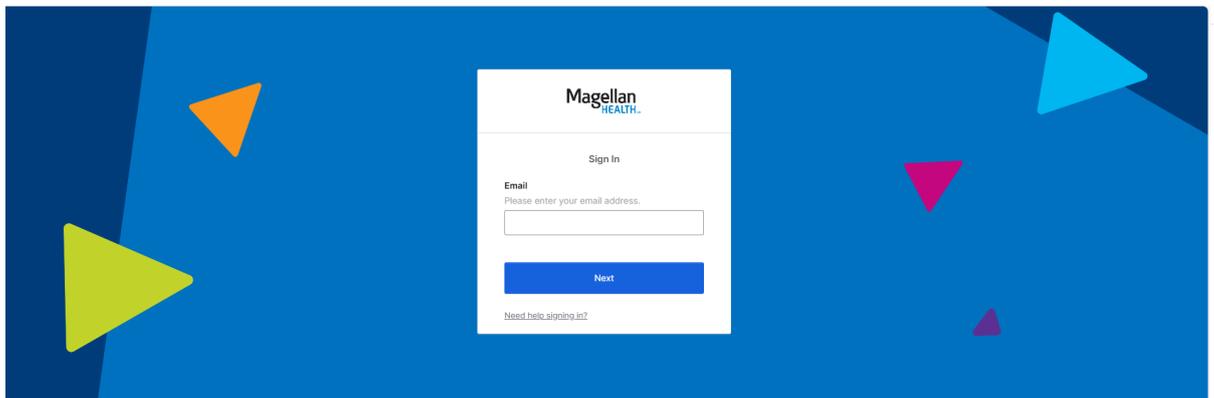
3. Enter your password. Click on **Sign In**.
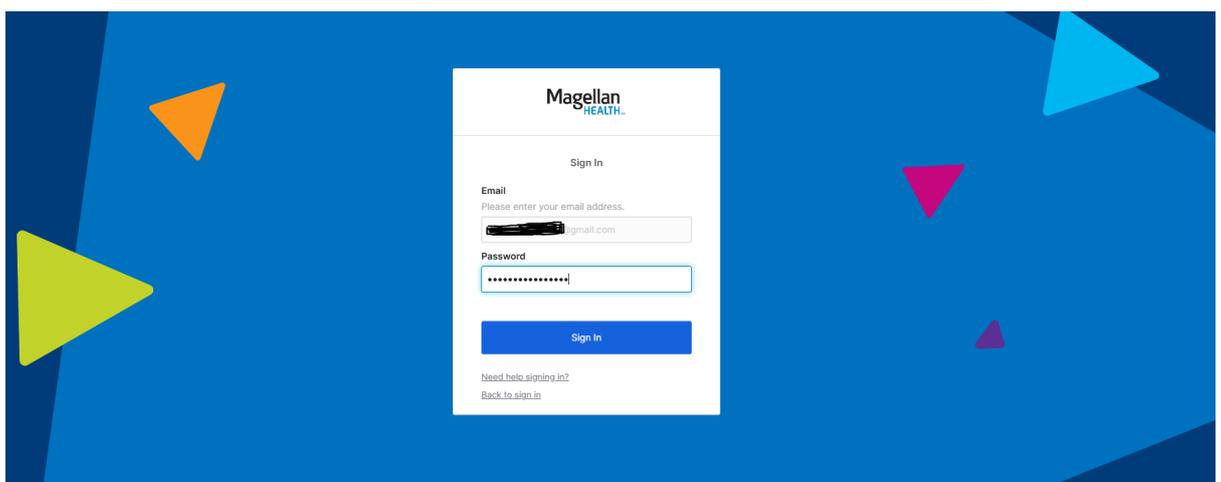
4. When you are logged in, you will see the **Member Dashboard**.
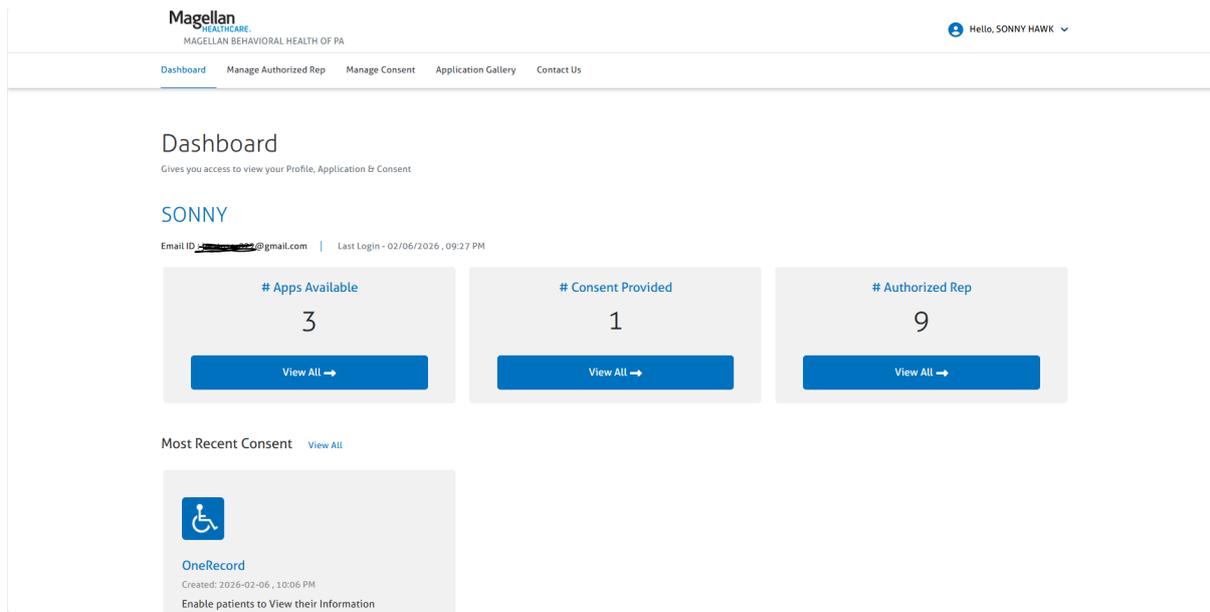
2.3 Sign-out

Click on the drop-down menu at 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.
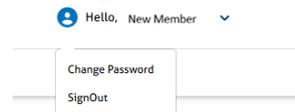
Click the Change Password link.

- Type your current password.
- Type a new password and then type it again in the confirm box to make sure it matches.
- Click **Submit.**

2.5 *Sign-in Help*

- If you forget your password or your account gets locked after trying to log in three times, you can follow these steps to get help.

2.5.1 If you forget your password, you can click Login on the Home Page.
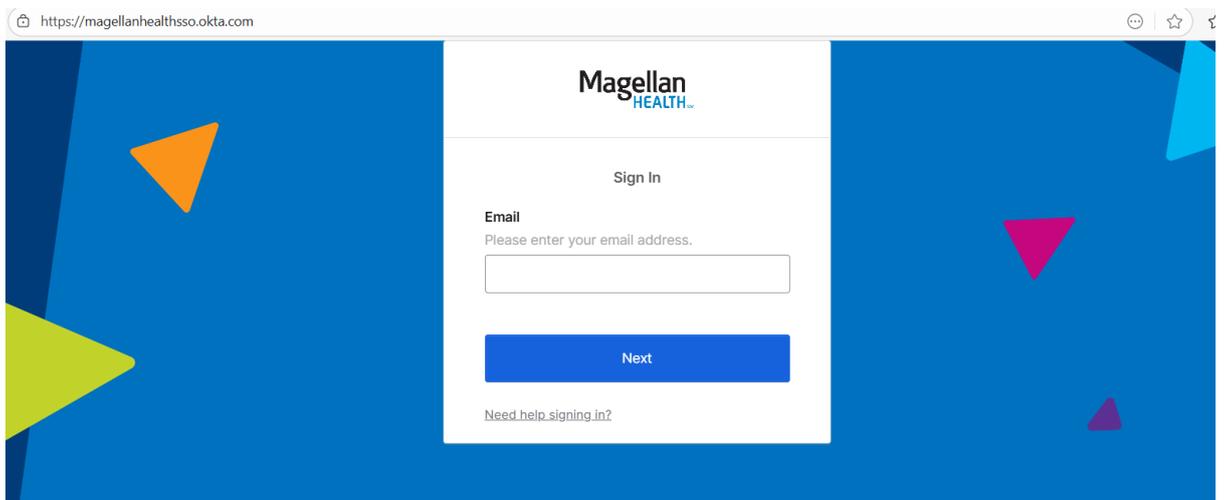
1. "Click **Need help signing in?**" link below the Next button.
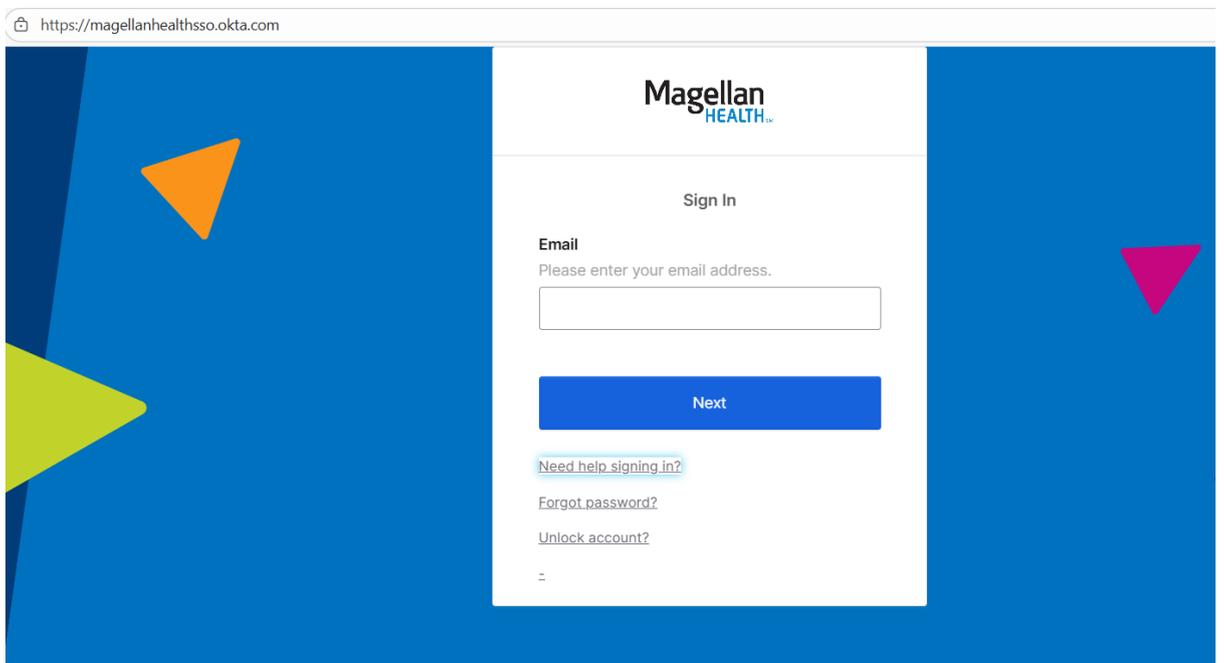
2. Click **Forgot password?** and enter your email address.
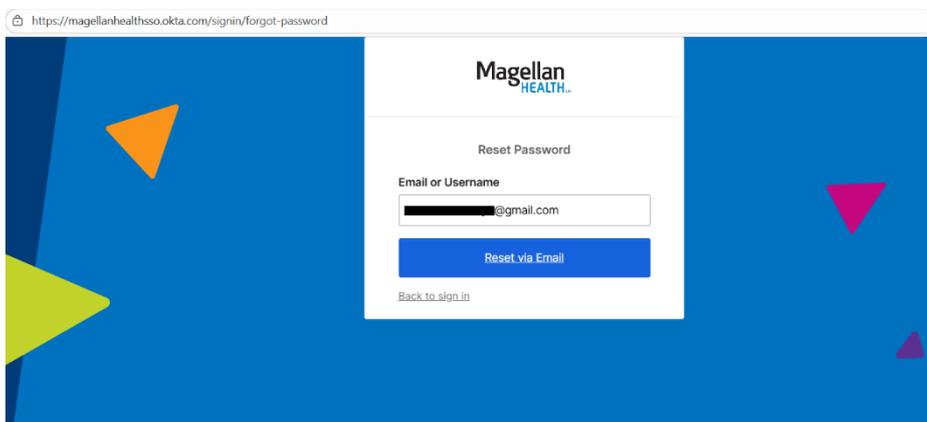
3. Click the **Reset via Email** button.
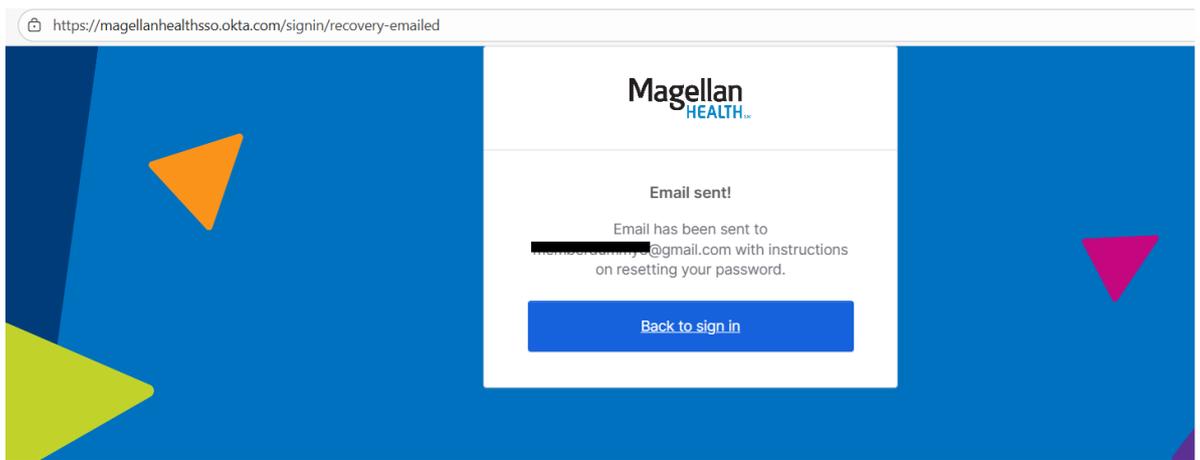
4. Follow the instructions sent to your email. This will allow you to reset your password.

2.5.2 Unlock Account

1. Click Login on the Home Page.
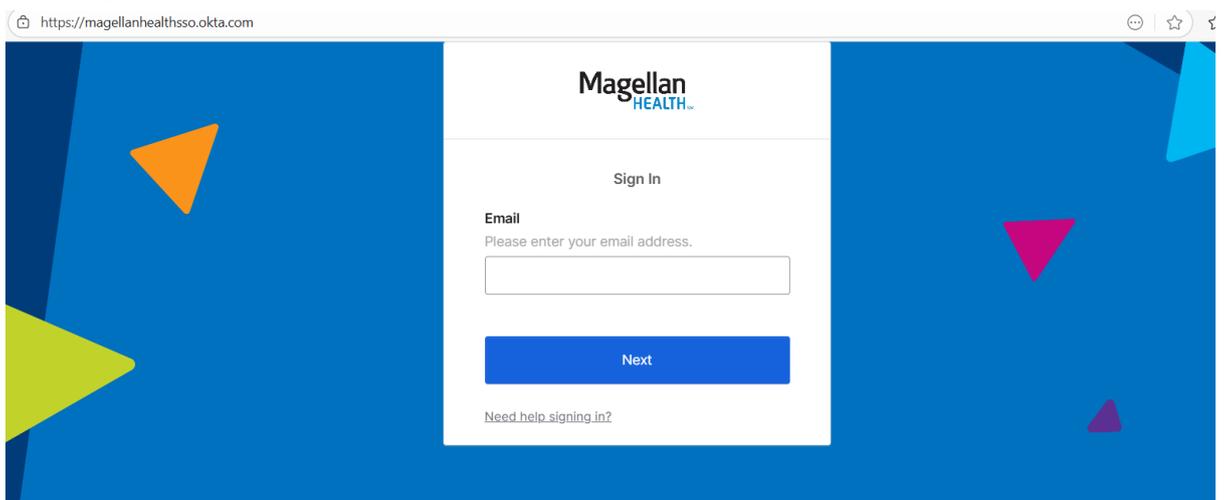
2. Click "**Need help signing in?**" below the **Next** button.
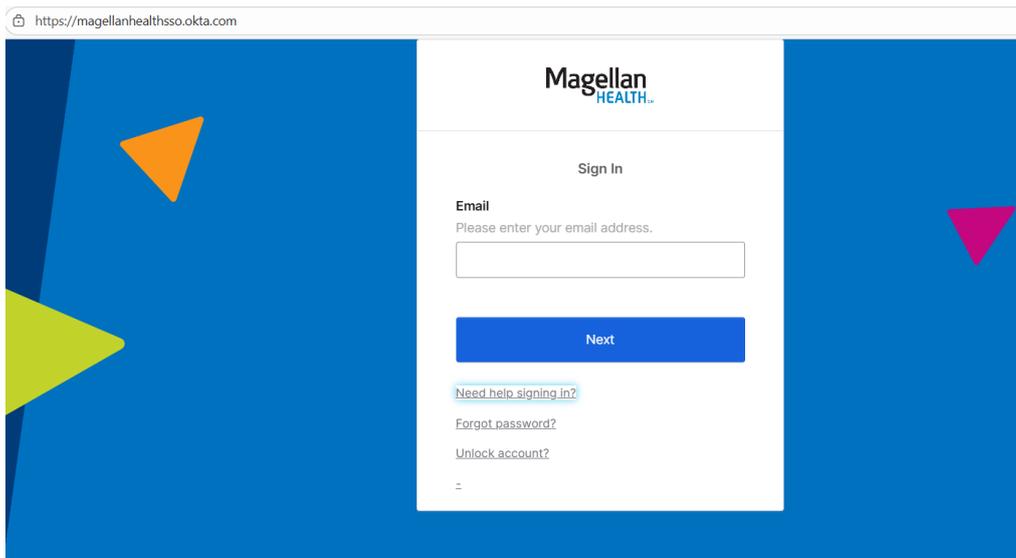
3. You will click **Unlock account?** Then enter your email address on the next screen.
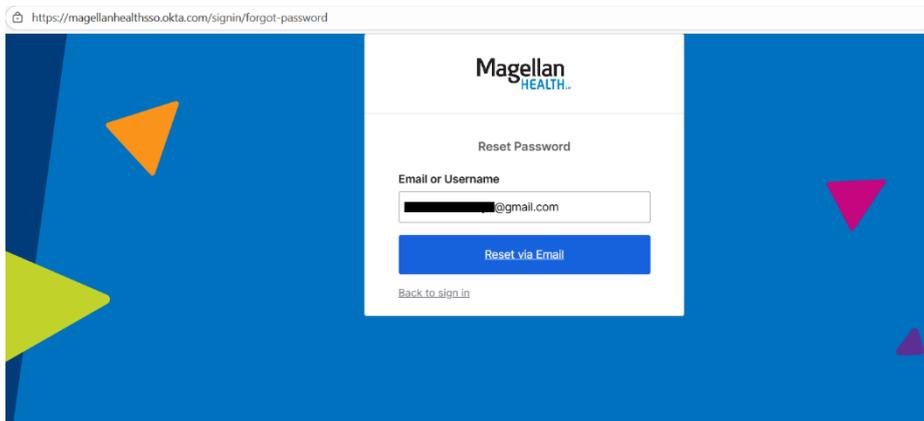
4. Click **Reset via Email** button.
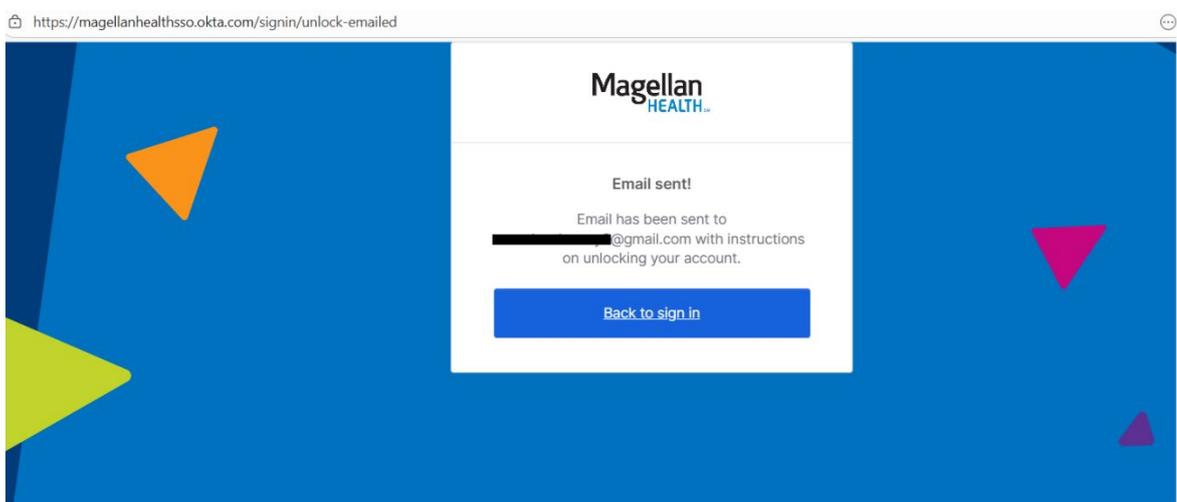
5. Follow the instructions sent to your email. This will allow you to unlock your account.

3. Member Dashboard

A successful login will lead you to the Dashboard.
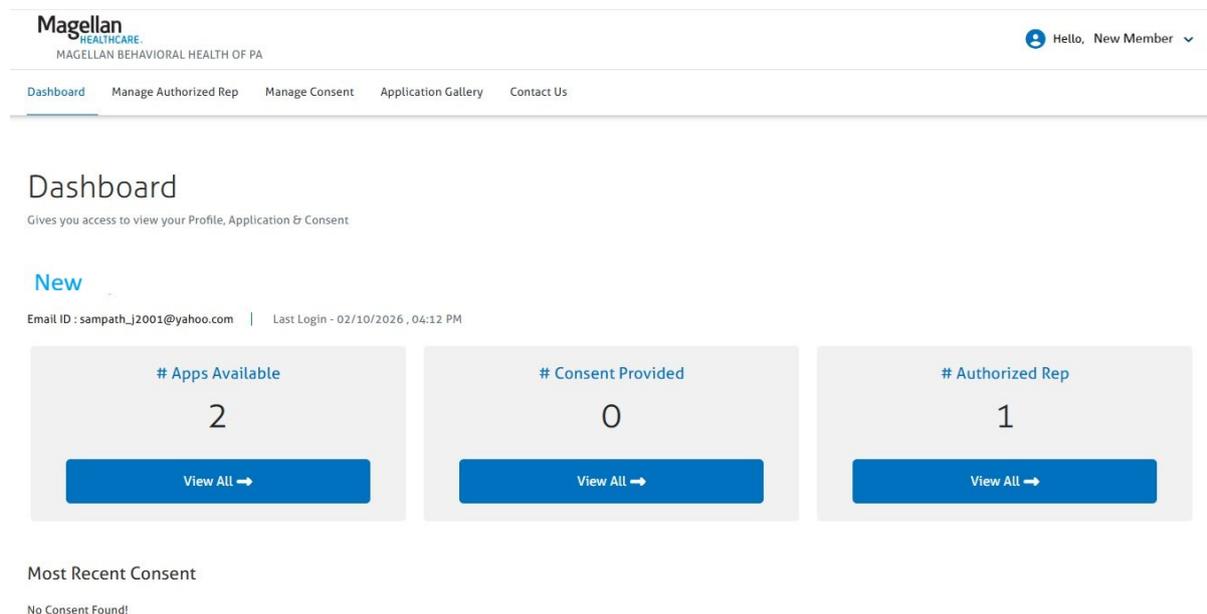
The Dashboard will help you organize your health details.

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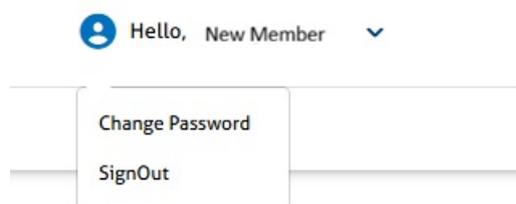
The Dashboard gives you many options.

- Number of Apps available to you and to view the Apps.
- Number of Apps that your okay was given for to view and manage your okay.
- Number of Authorized Representatives.

The Menu provides other details for you to go to. They are:

- Manage Authorized Representatives – This means you can add the person that you want to let see your health facts.
- Manage Consent – You can control who you let see your health facts.

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

- 4. Manage Authorized Representatives – These are the people you choose who can help you with this app.

- You can choose a person and give them the okay to see your health information.

- When you ask to add a person to help you, it will show up on the **Manage Authorized Rep** page.

- The Magellan Health Admin will approve or reject the request.
- You and your Authorized Rep are notified by email when the request is being reviewed by the Magellan Health Admin. You will also see if the request has been approved or rejected.
- The Authorized Rep will be able to see and get your health facts and data.
- You can take back the okay for the Authorized Rep at any time. You will need to go to the Dashboard page. Once on that page, you can choose the **Managed Authorized Rep** option.

On the **Manage Authorized Rep** page, you see the list of Authorized Representatives. It will list them by name, how they know you, the date they were added, and whether they are active. You can look for an Authorized Representative by putting in their first or last name. You can also add a new Authorized Representative.

4.1 *To see the list of Authorized Representatives*

Go to the middle of the Authorized Rep page, and you will see the list of Authorized Representatives. Click the **View** button under the **Action** heading.

Member Name	Authorized Rep Name	Relationship	Submitted Date	Status	Action
PA Placeholder		Other	01/30/2026	Pending	View

« ← 1 → »

You will be able to see the details of Authorized Reps.

4.2 *To look for an Authorized Representative*

You can type in the first name, the last name, and the status of the Authorized Rep you are looking for. Then click on the ▨ under **Manage Authorized Rep**.

- If more than one page of Authorized Reps is found, use the arrows at the bottom of the page to move to the next page.

- If the Authorized Representative is not found, change your search words and click

- You can choose one of the options from the **Status** drop-down menu.
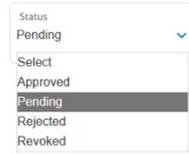
a. Approved

b. Pending

c. Rejected

d. Revoked

4.3 To add a new Authorized Representative

You can add an Authorized Representative after you log in to your account.

To add a new Authorized Representative, click on the [Add New Auth Rep] button.

- You must fill in all blanks that have a * in them.
- Most of the information in this section will be placed in the blanks for you. If any blank is not filled out, you must complete it before going to the next section.

-
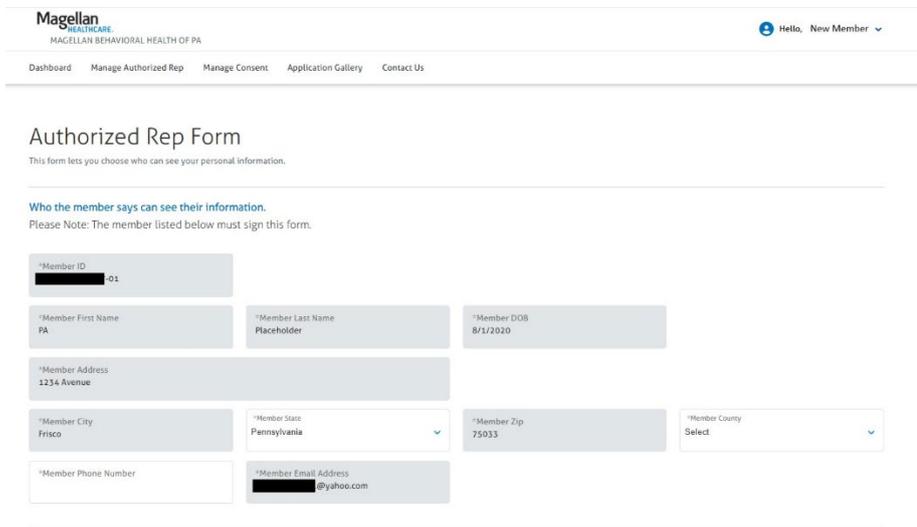
1. Authorized Rep Form
   - You must enter the information of the person you want to add as your Authorized Rep.
   - Click the round blue button to choose the Authorized Rep type.
     - Click **Other enrolled member with Magellan Health** if you are a member of Magellan Health.

I let this person see my information.

○ Other enrolled member with Magellan Health   ● Other

*First Name   *Last Name   *Relationship
                                                    Select   ⌄

Do you have the legal authority to act on behalf of PA Placeholder   ● No ○ Yes

Address*

*City   *State   *Zip
                     Select   ⌄

*Phone Number   *Email Address

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. You must check one of the boxes in this section. This will let Magellan know what the Authorized Representative can do for you.

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   📅

[Back]   [Submit]

You must check one or more of the boxes in this section, so the person can act for you:
- 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 can include:
  - Changing my address
  - Picking my doctor
  - Asking for a Member ID card
- This person can tell Magellan Health if I have a problem with the services I am getting. They can also tell Magellan Health if I want to appeal a decision.

- You can pick how long you want 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. This will allow you to put the dates that you want to let this person act on your behalf.

3. **Electronic Signature:**
- Type your name. This is your electronic signature.
- Today's date will be listed. To change the date, click the calendar icon to open and pick a date.

4. A message will appear when the **Authorized Rep Form** is submitted. This means that the **Authorized Rep** has been approved.
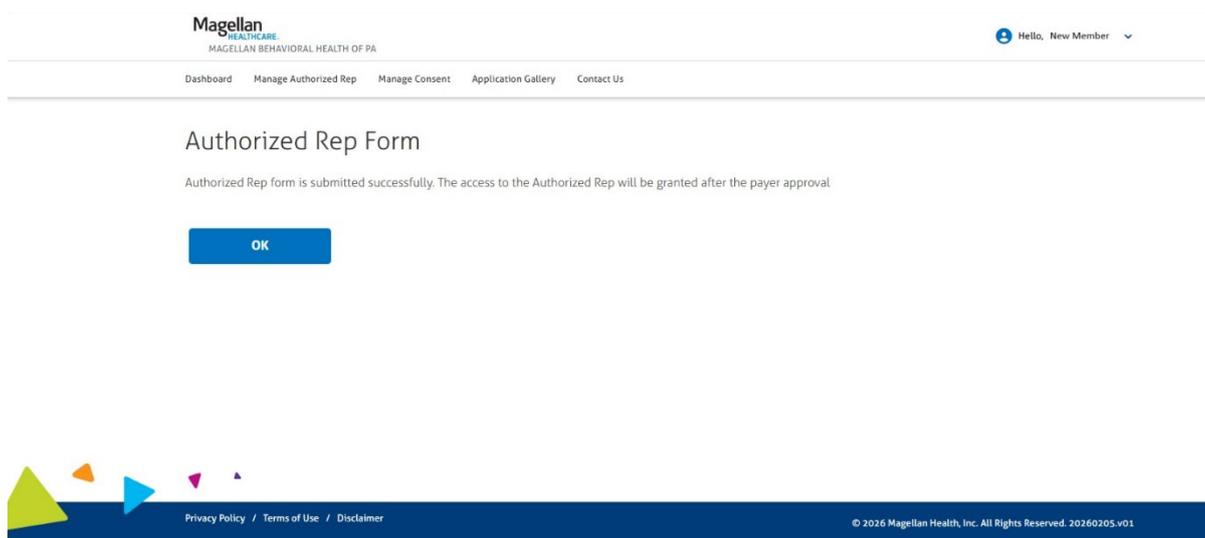
5. Click the blue **OK** button to get back to the **Manage Authorized Rep** page. This is where you can add another Authorized Representative.

4.4 *To cancel access for an Approved Authorized Representative*

1. Click on the **Manage Authorized Rep** menu option.
   - You will see the list of Authorized Representatives. Pick the Authorized Representative that you do not want to have access to your health facts. Click on the **View** button that is next to that Authorized Representative's name.

Manage Authorized Rep

| Auth Rep First Name | | Auth Rep Last Name | | Status Select ⌄ | 🔍 | | Add New Auth Rep |

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	View
sadf asdf	asdf asdf	Parent	11/5/2025	Pending	View
member name member last	Name last name	Parent	04/12/2024	Pending	View
Jon DOE 2	John Test	Parent	12/4/2024	Approved	View
Jon DOE 2	John Demo	Child	12/5/2024	Pending	View

2. From the **View Authorized Rep** page, click on the blue Revoke button.

View Authorized Rep

Member Details

First Name	Last Name	Date of Birth	Email Address
Jon	DOE 2	03/01/1955	jtestuser022@gmail.com

Phone Number	Address	Member ID	
(123) 123-1231	123 avenue, LORTON, VA, 220791806	VAD109012162041-01	

Authorized Rep Details

First Name	Last Name		Email Address
John	Test		john@demo.cvom

Relationship	Phone Number	Duration	Status
Parent	(123) 123-1231	12/05/2024 - 12/05/2025	Approved

Address	Legal Authority	Submitted Date	
123 av, asdf, LA, 79932	No	12/05/2024 03:53 AM CT	

Reason
approved

[Back] [Revoke]

5. Manage Consent

The **Manage Consent** page lists all of the third-party applications to which you have given consent to access your health data. You can take back the okay for any App that has access to your health data.

5.1 How to Take Back Third-Party Application Access

To revoke access to your health data means you want to cancel the okay for someone to access it. Follow these instructions to revoke access to your health data:
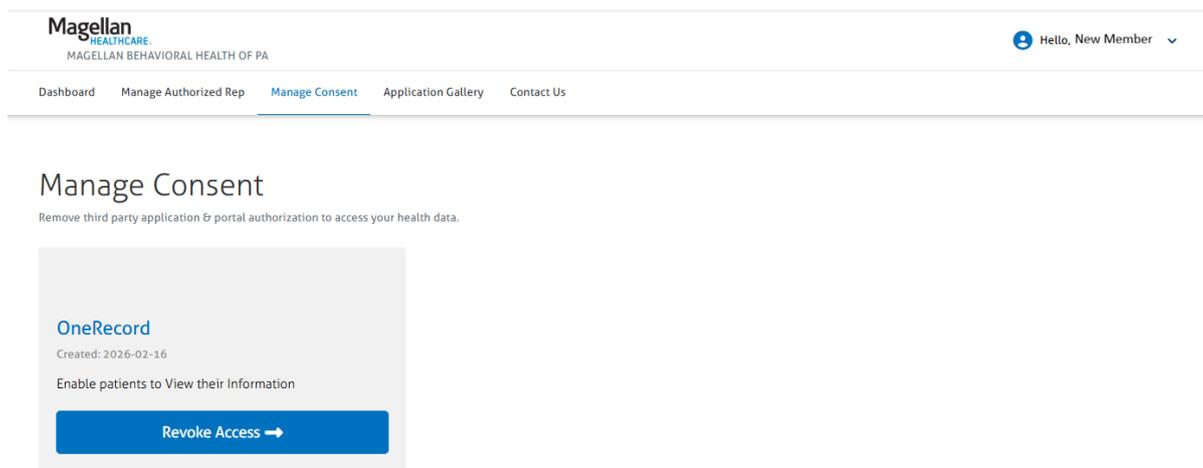
- Log in to your account to view the homepage dashboard.
- Click the **Manage Consent** menu option at the top of the page, or click the **View All** ➡ button under **# Consent Provided**.
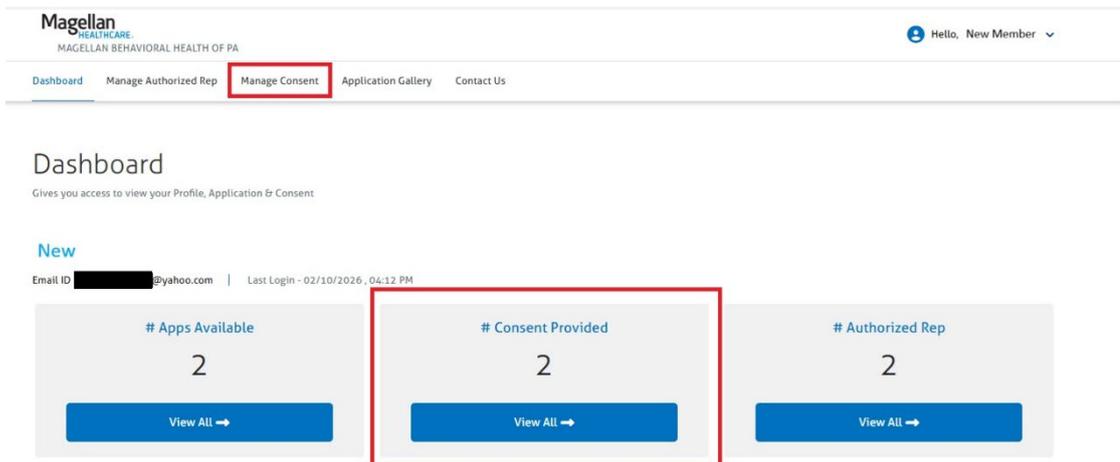
- Click the **Revoke Access** ➡ button for the thing that you want to revoke.
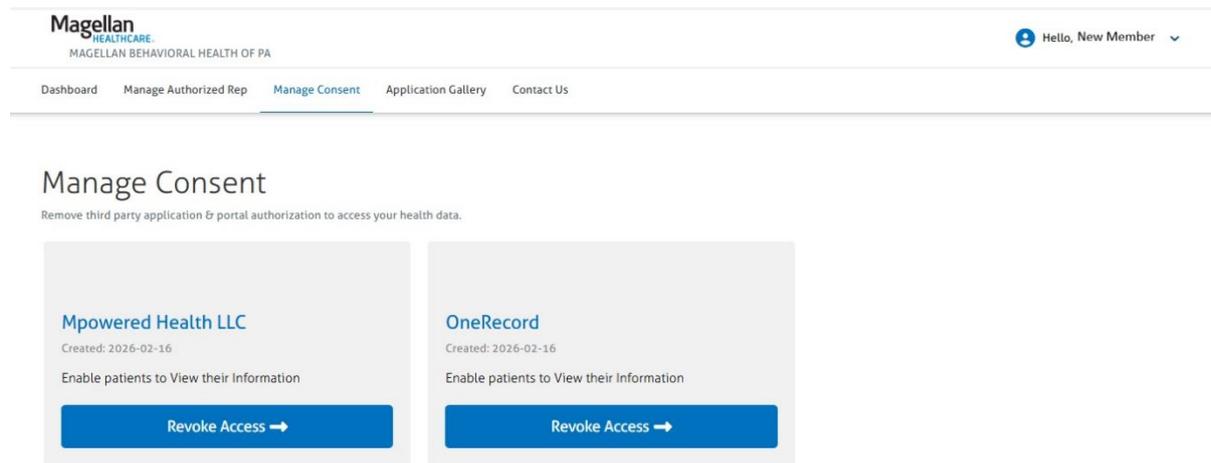
- The App that you gave the okay for will no longer be in the list.


6. Application Gallery

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

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

- Log in to your account to see the homepage dashboard.
- You will need to click the Application Gallery menu option at the top or click the **View All** button under **# Apps Available**.
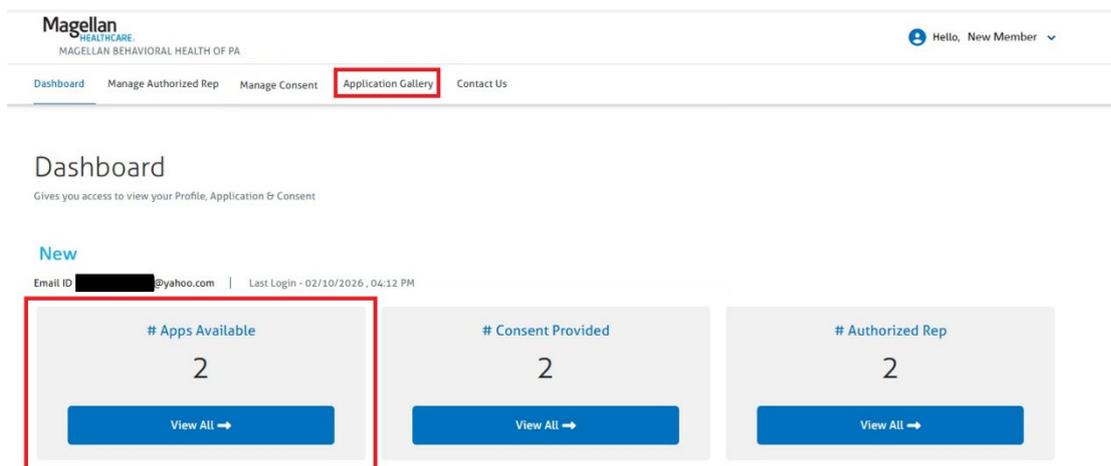
- You will need to click the **Allow Access** button for the App that you want to provide access to.
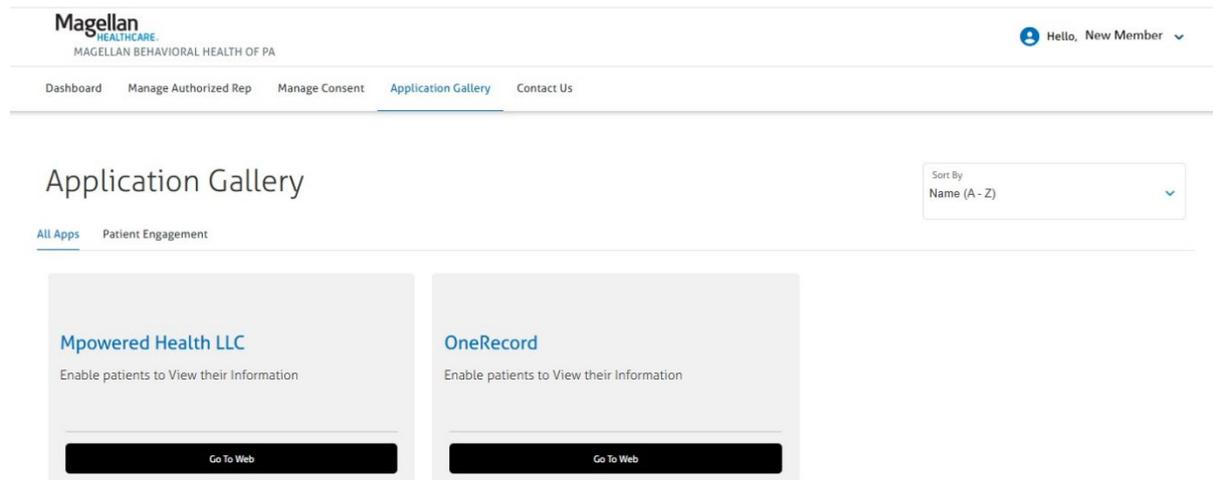
- When you have the okay to use an App, download it on your phone or go to the App's website. Then follow the steps on the App to see or move your records.

7. Contact Us

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

For technical support and issues, please contact:
interoperability@magellanhealth.com