

Magellan Health Member Consent Portal

User Guide

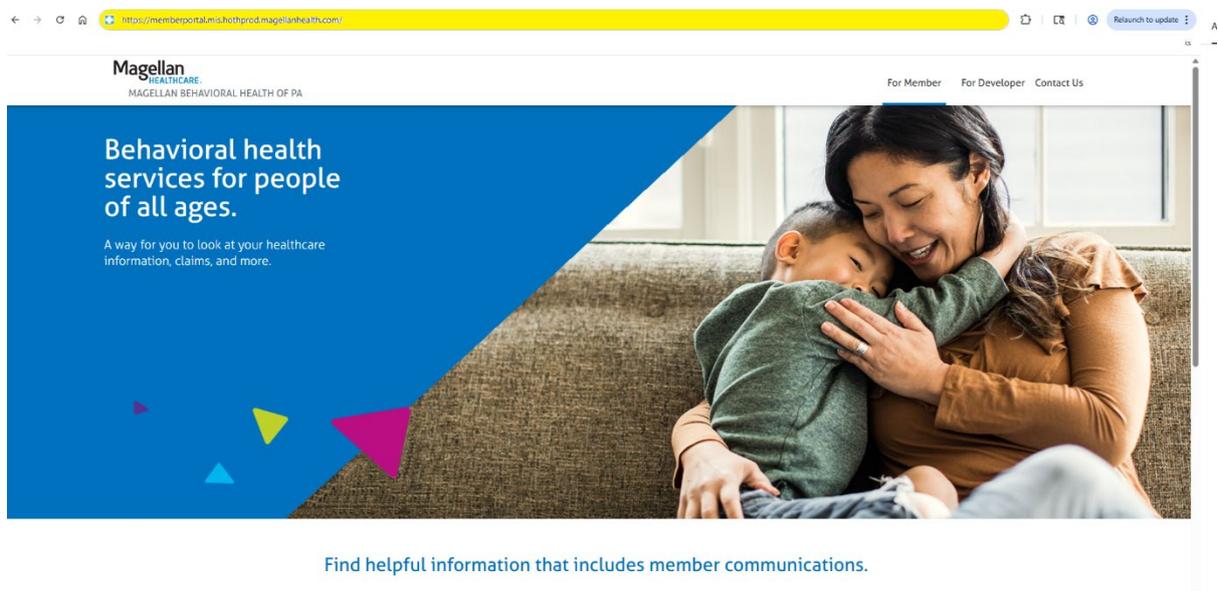


Table of Contents

1. Introduction	2
1.1 Overview	2
2. Magellan Member Account	2
2.1 How to Register / Sign up	2
Step 1: Launch the Home Page	2
Step 2: Sign-up / Register.....	3
2.2 How to Login to Your Member Account.....	5
Step 1: Open the Home Page.....	5
Step 2: Login.....	6
2.3 Sign-out	7
2.4 Change Password	7
2.5 Sign-in Help	8
2.5.1 If you forget your password, you can click Login on the Home Page.....	9
2.5.2 Unlock Account	10
3. Member Dashboard.....	12
4.1 To see the list of Authorized Representatives	15
4.2 To look for an Authorized Representative	15
4.3 To add a new Authorized Representative.....	16
4.4 To cancel access for an Approved Authorized Representative	18
5. Manage Consent	19
5.1 How to Take Back Third-Party Application Access.....	20
6. Application Gallery.....	21
6.1 To View and Provide Access to the Apps Listed In the App Gallery.....	21
7. Contact Us.....	22

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.

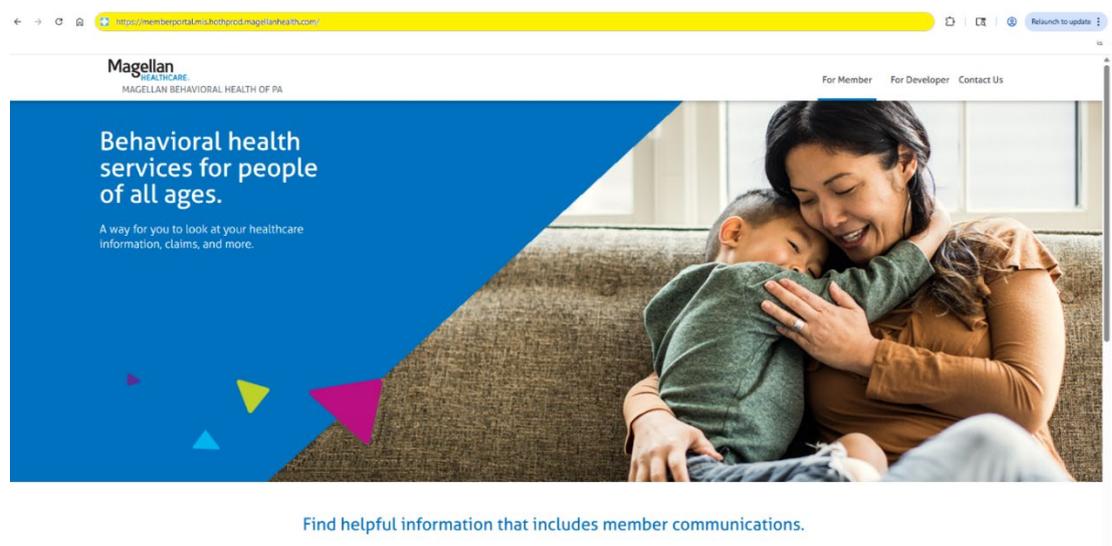
This guide shows you how to sign up and use your account.

2. Magellan Member Account

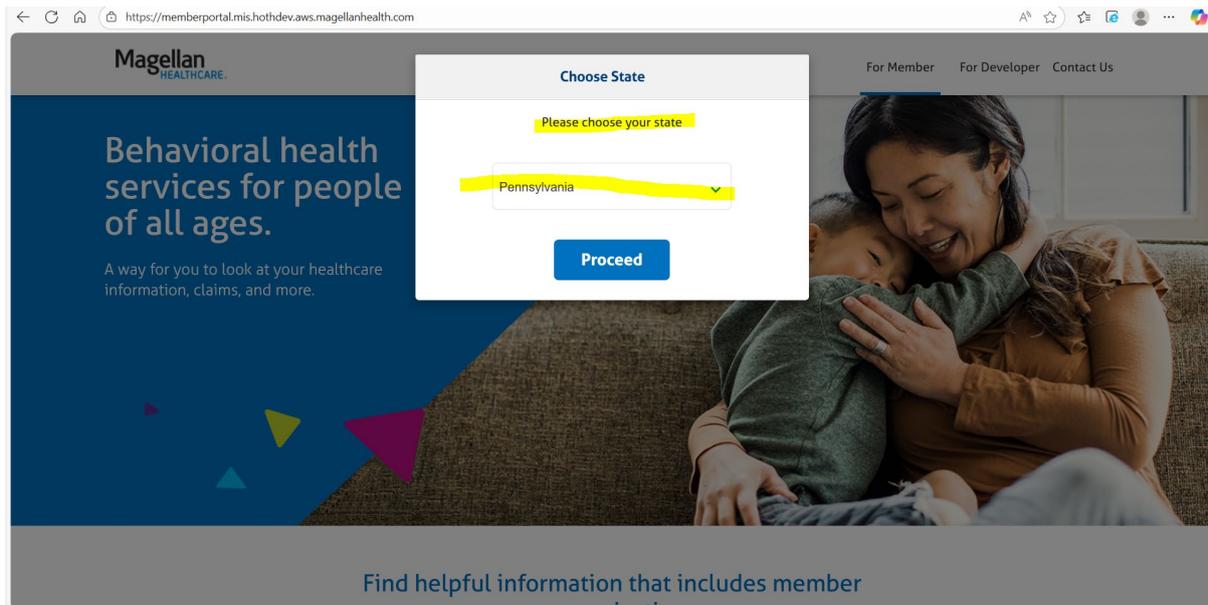
2.1 How to Register / Sign up

Step 1: Launch the Home Page

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



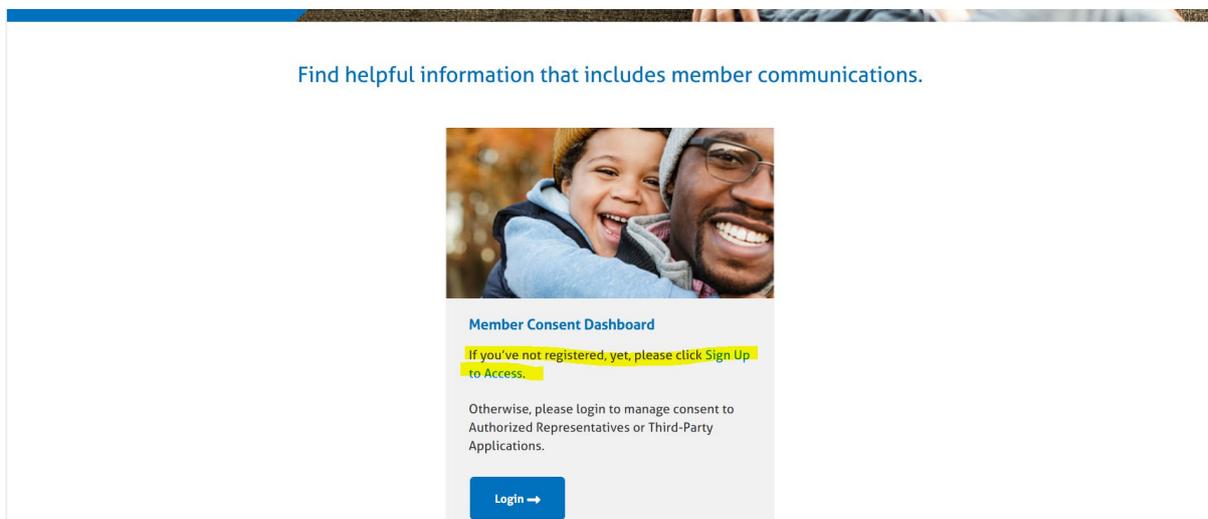
Member Consent Portal User Guide



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.

Registration
Member Information

*First Name
New

*Last Name
Member

*Date Of Birth
01/01/2000

*Member ID
999999999

OR

*Last 4 Digits of SSN

*County Management

Back Continue

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.

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Step 2 of 2

Registration

Signup Information

*Email Address
[Redacted]@gmail.com

*New password
[Redacted]

*Confirm Password
[Redacted]

Terms & Conditions
 I understand and agree with the Magellan Health Terms of Use, Privacy Policy and Disclaimer. I provide my consent to receive account related communications from Magellan Health

Back Submit

Password must contain:

- Minimum of 8 characters & Maximum of 30 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, R5a428267.
- Your password cannot be any of your last 24 passwords.

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

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Thank you!

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

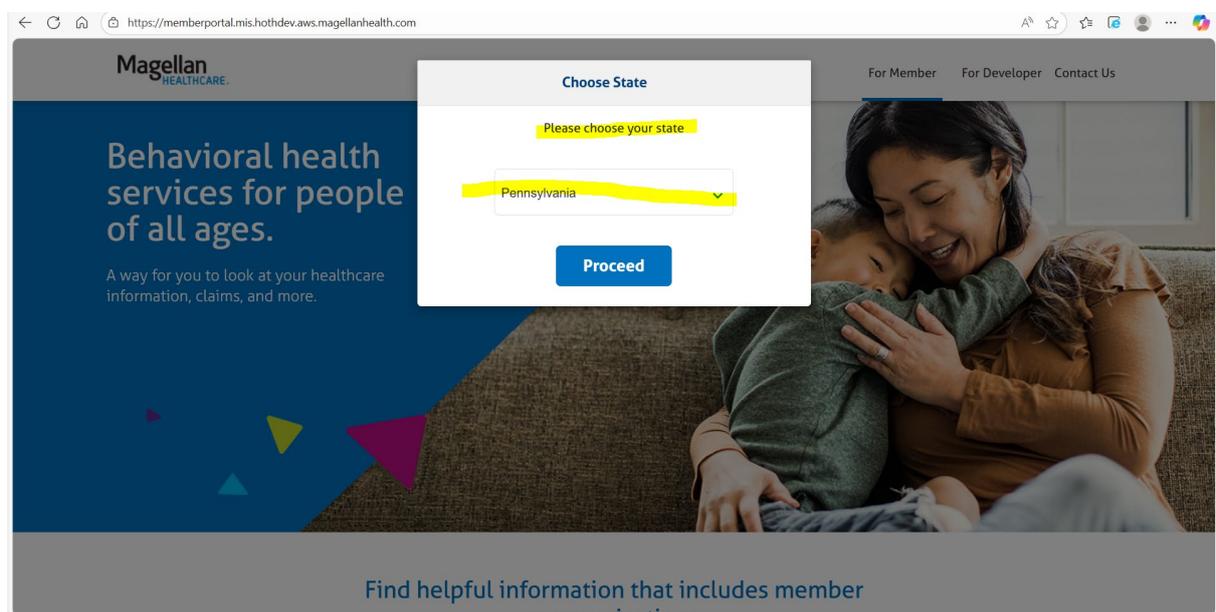
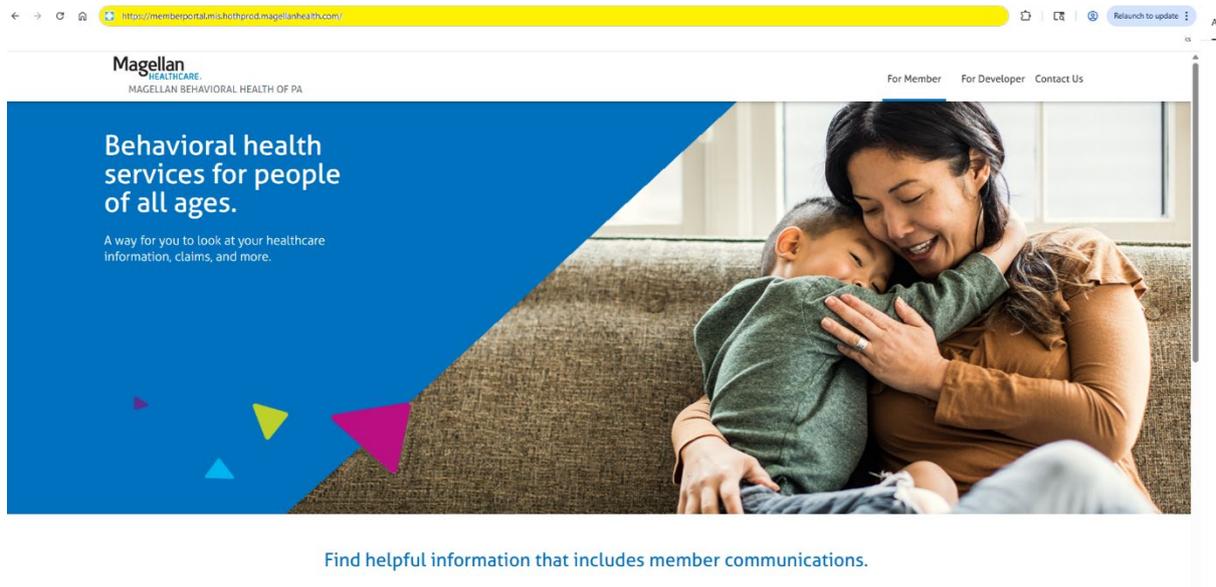
Login

2.2 How to Login to Your Member Account

Step 1: Open the Home Page

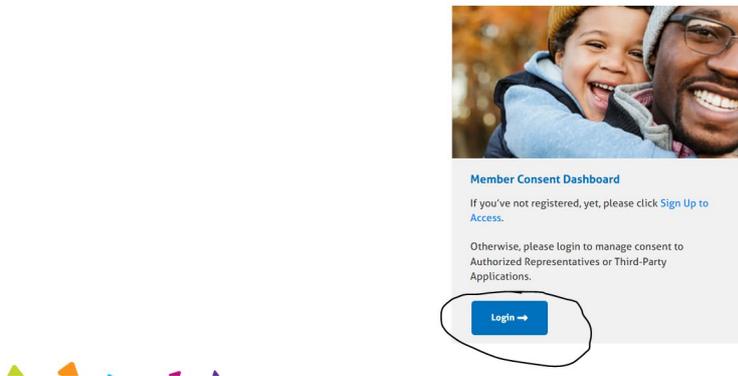
Go to the Member Portal: <https://memberportal.mis.hothprod.magellanhealth.com/>.

Choose your state.

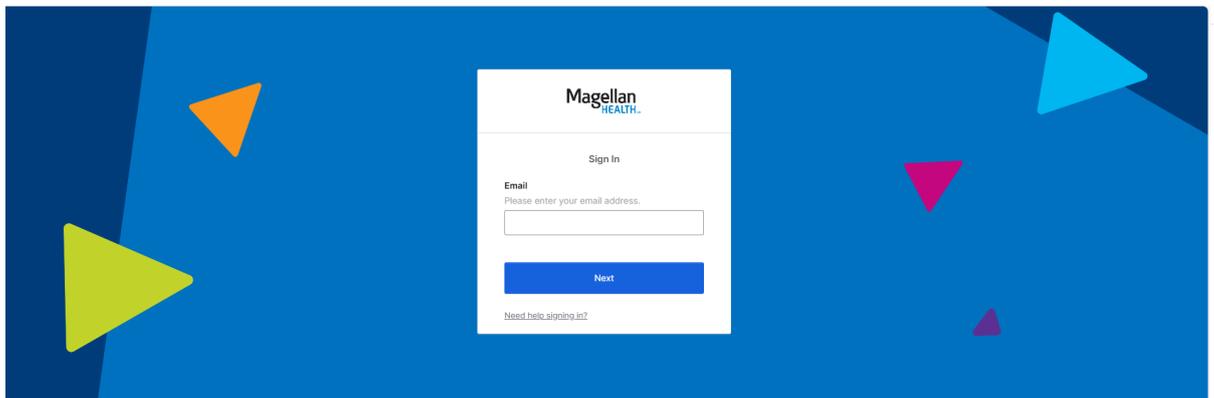


Step 2: Login

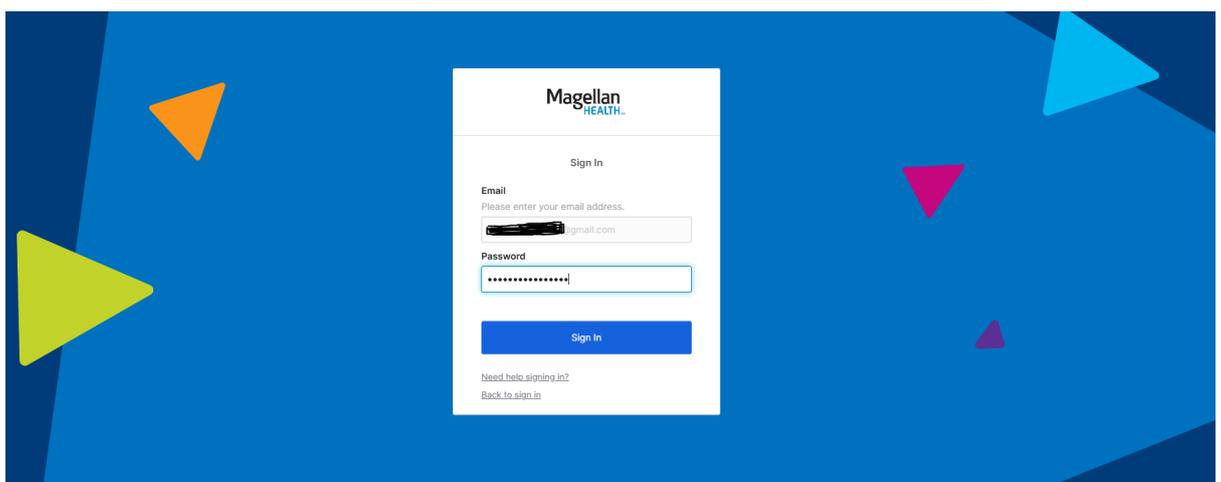
1. Click the Login button on the home page.



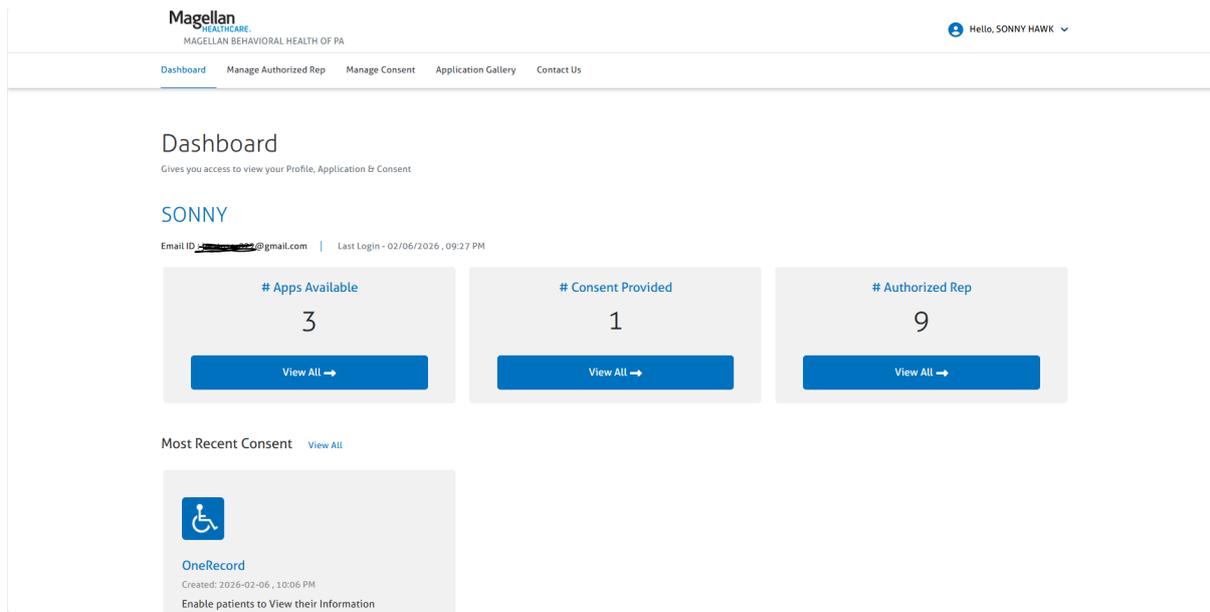
2. Enter the email address that you used when you signed up.



3. Enter your password. Click on **Sign In**.



4. When you are logged in, you will see the **Member Dashboard**.



2.3 Sign-out

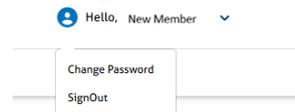
Click on the drop-down menu at the top right corner of the page. It is right after the member's name.



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.

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Dashboard Manage Authorized Rep Manage Consent Application Gallery Contact Us

Hello, New Member

Change Password

Create a new strong password. We'll ask for this password whenever you sign in.

*Current Password

*New Password

*Confirm Password

Back Submit

Password must contain:

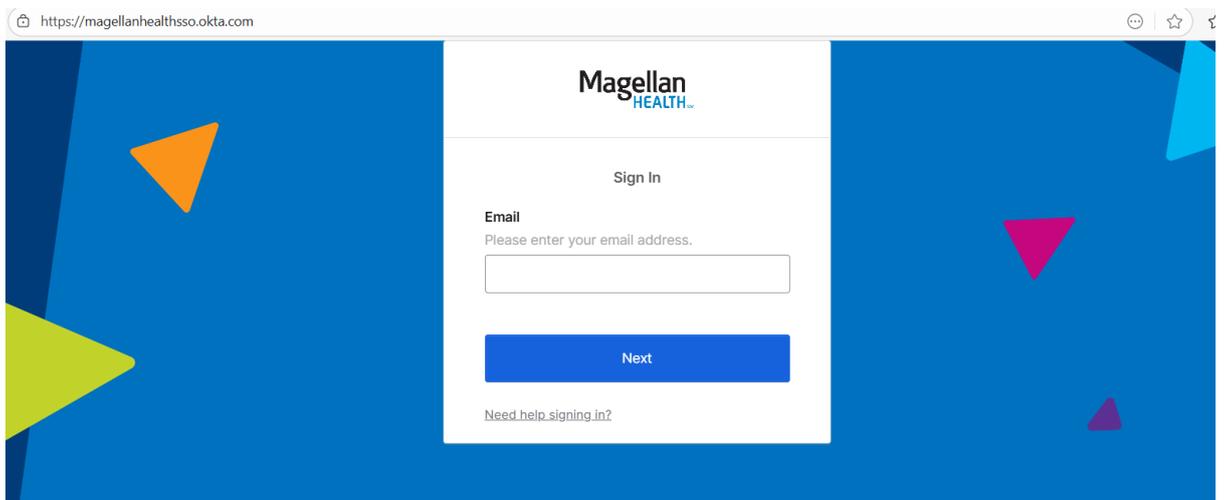
- ✓ Minimum of 8 characters & Maximum of 30 characters.
- ✓ Must contain at least 1 upper case character.
- ✓ Must contain at least 1 lower case character.
- ✓ Must contain at least 1 number.
- ✓ Must contain at least 1 of these special characters -, \$, #, @, %, &.
- ✓ Does not include your first name.
- ✓ 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, R5a428267.
- ✓ Your password cannot be any of your last 24 passwords.

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

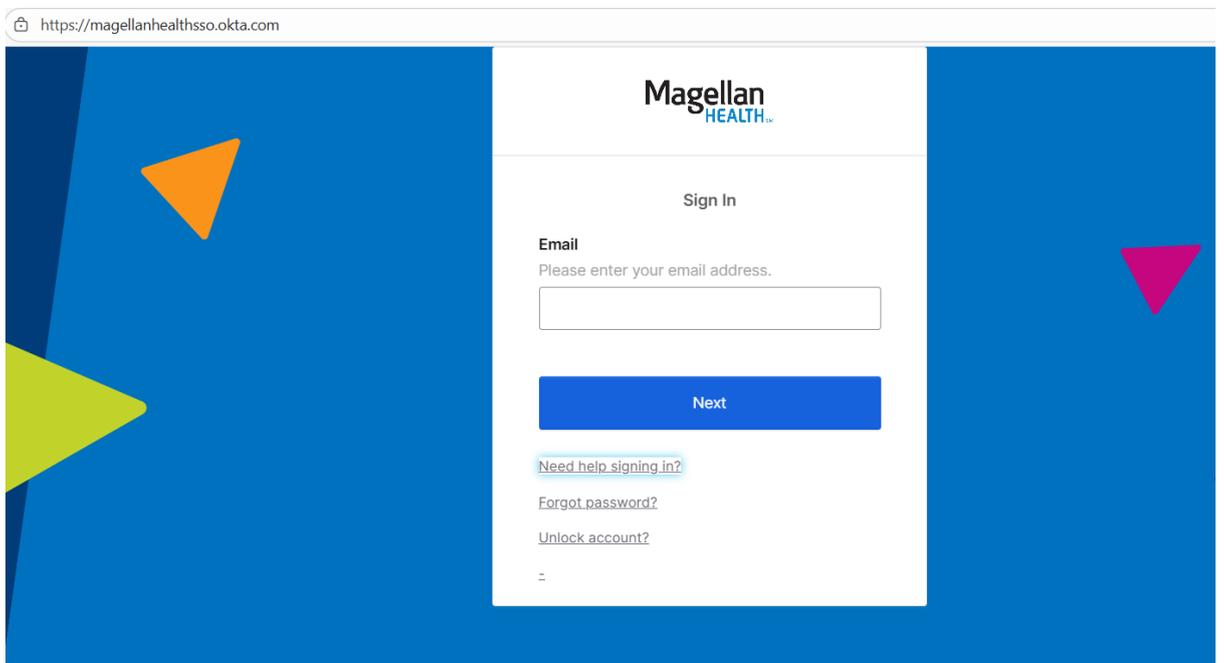
2.5 Sign-in Help

- 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.

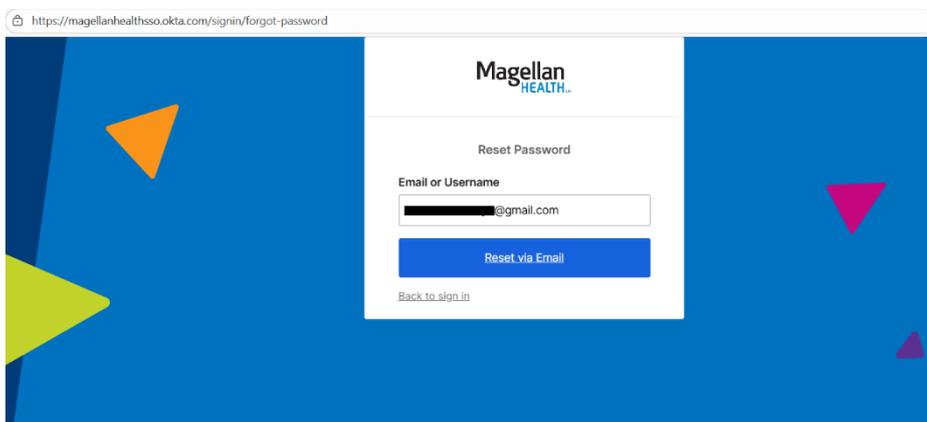
2.5.1 If you forget your password, you can click Login on the Home Page.



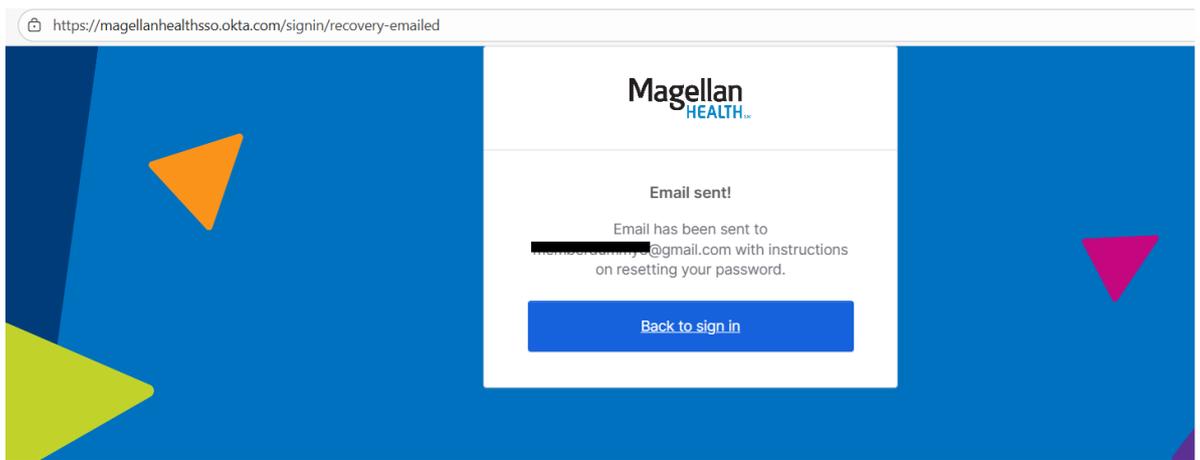
1. "Click **Need help signing in?**" link below the Next button.



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



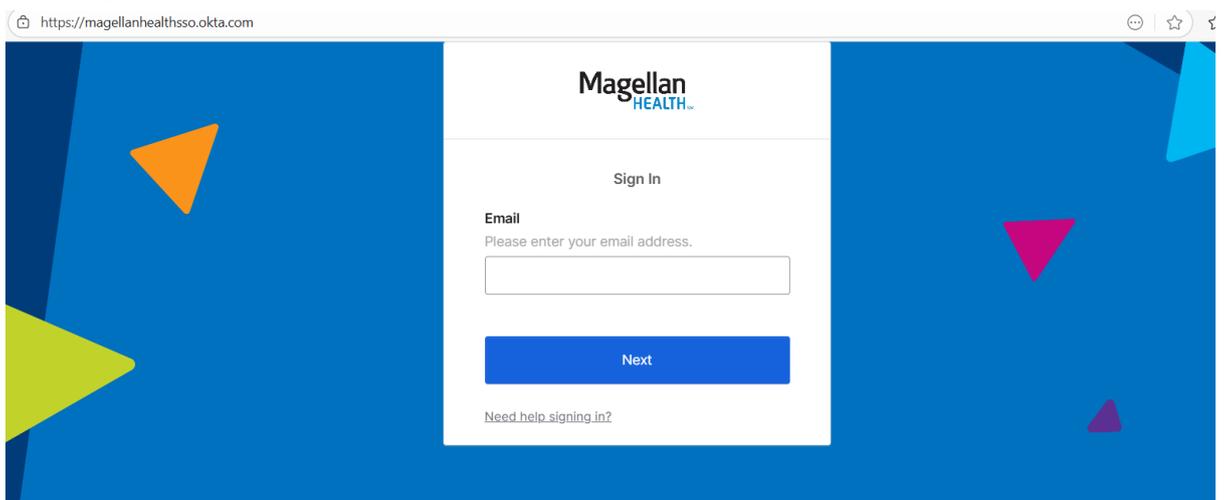
3. Click the **Reset via Email** button.



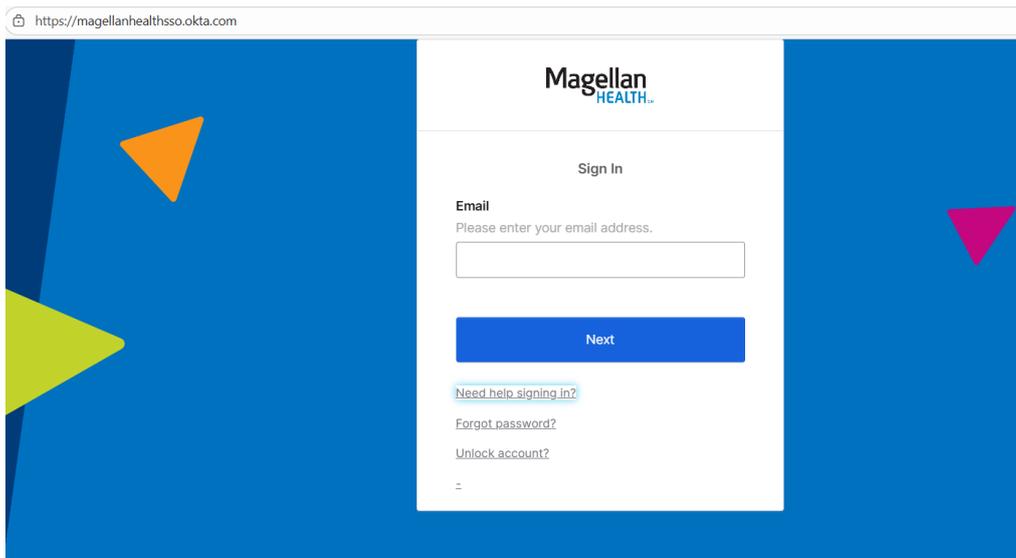
4. Follow the instructions sent to your email. This will allow you to reset your password.

2.5.2 Unlock Account

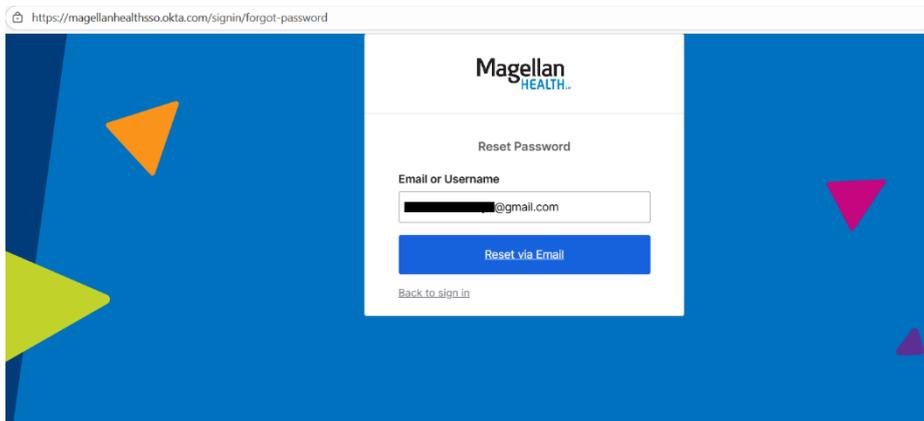
1. Click **Login** on the Home Page.



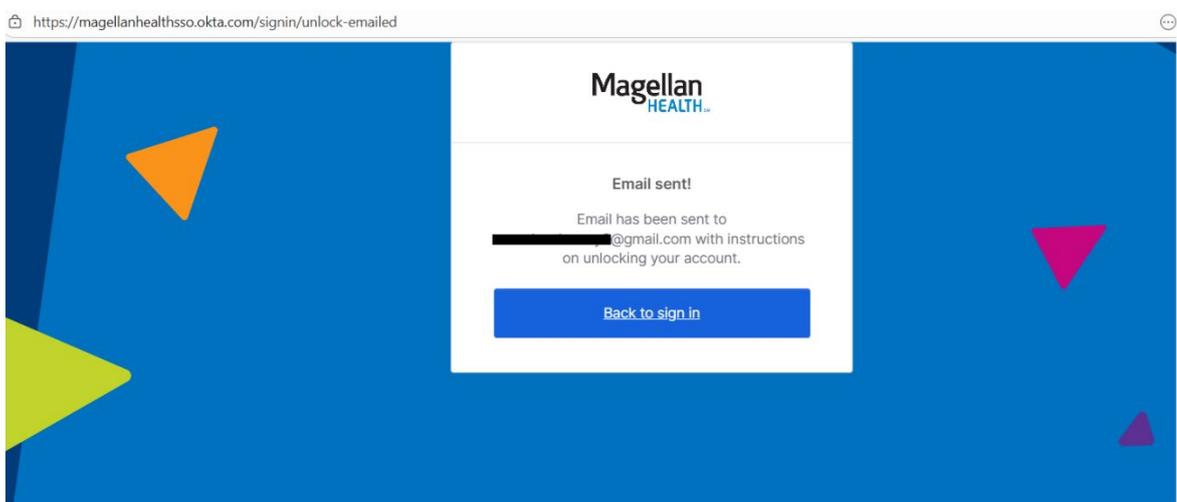
2. Click **"Need help signing in?"** below the **Next** button.



3. You will click **Unlock account?** Then enter your email address on the next screen.



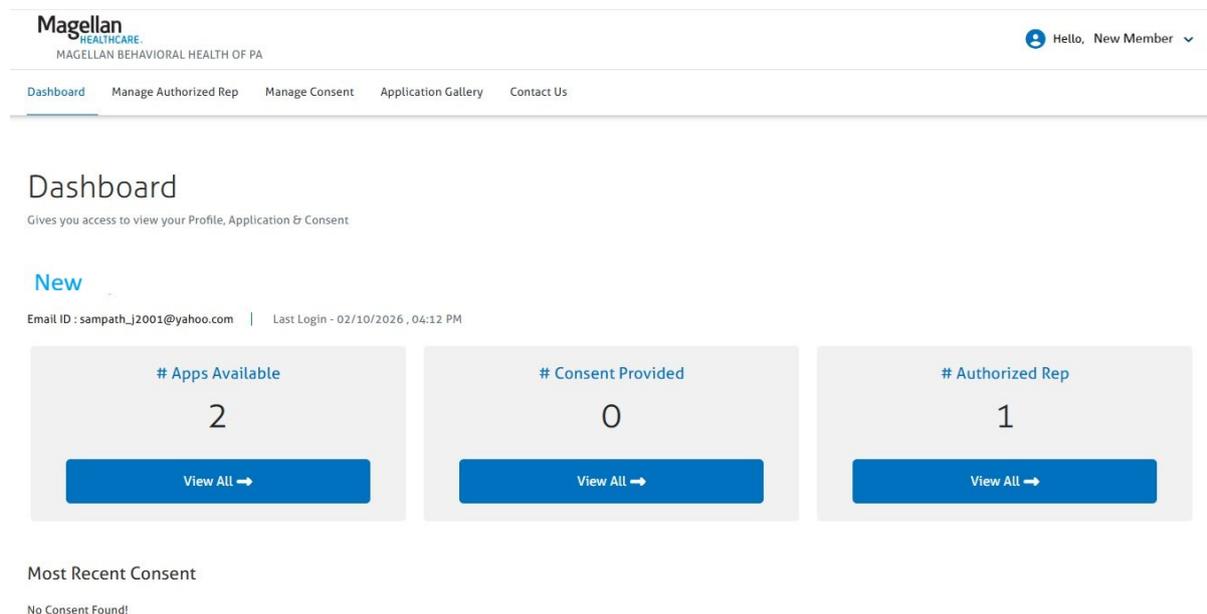
4. Click **Reset via Email** button.



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

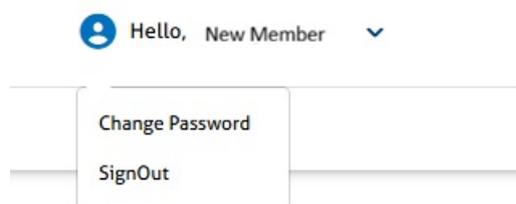
3. Member Dashboard

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.



A screenshot of 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 with a magnifying glass icon is to the right. Below the search bar, there is a blue button labeled 'Add New Auth Rep'. The search results section shows 'Search Results - 1 Authorized Rep found'. Below this is a table with 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 of the page, there is a footer with 'Privacy Policy / Terms of Use / Disclaimer' and '© 2026 Magellan Health, Inc. All Rights Reserved. 20260205.v01'.

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	<input type="text"/>	Other	01/30/2026	Pending	View

« ← 1 → »

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


Hello, New Member

Dashboard
Manage Authorized Rep
Manage Consent
Application Gallery

View Authorized Rep

Member Details

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

Authorized Rep Details

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

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**.

Manage Authorized Rep

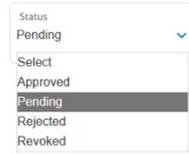
Search Results - **1 Authorized Rep** found

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

« ← 1 → »

- 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.



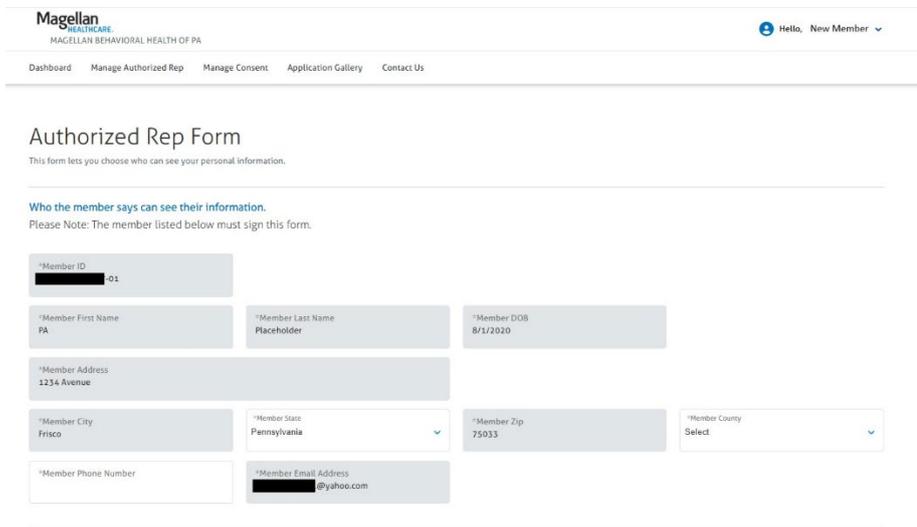

- Approved
- Pending
- Rejected
- Revoked

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  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
Select
 *Zip

*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

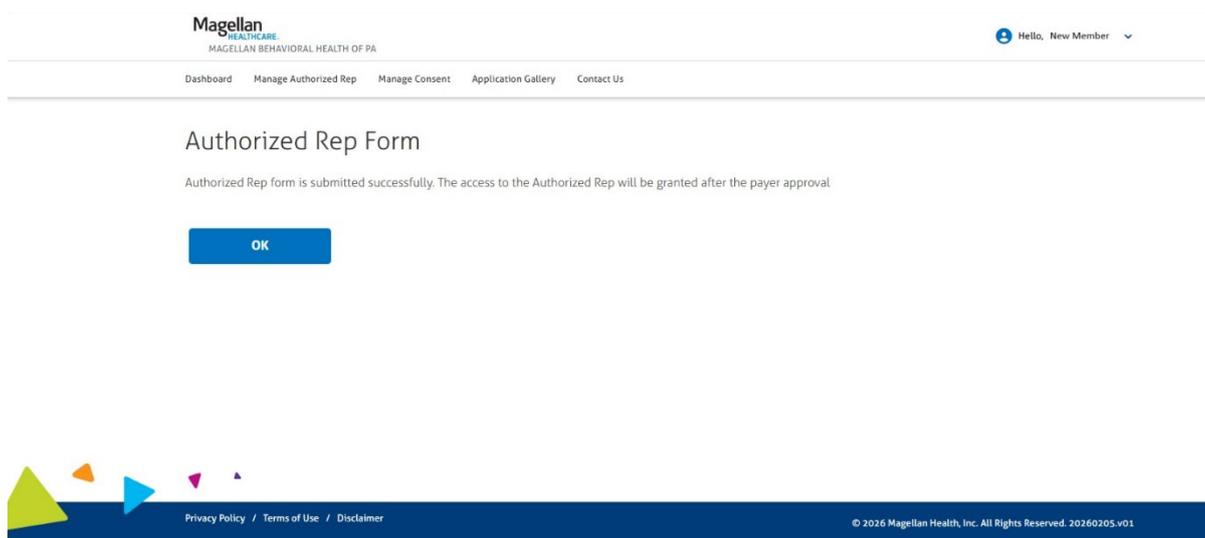
You must check one or more of the boxes in this section, so the person can act for you:

- 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

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"/>

- From the **View Authorized Rep** page, click on the blue 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

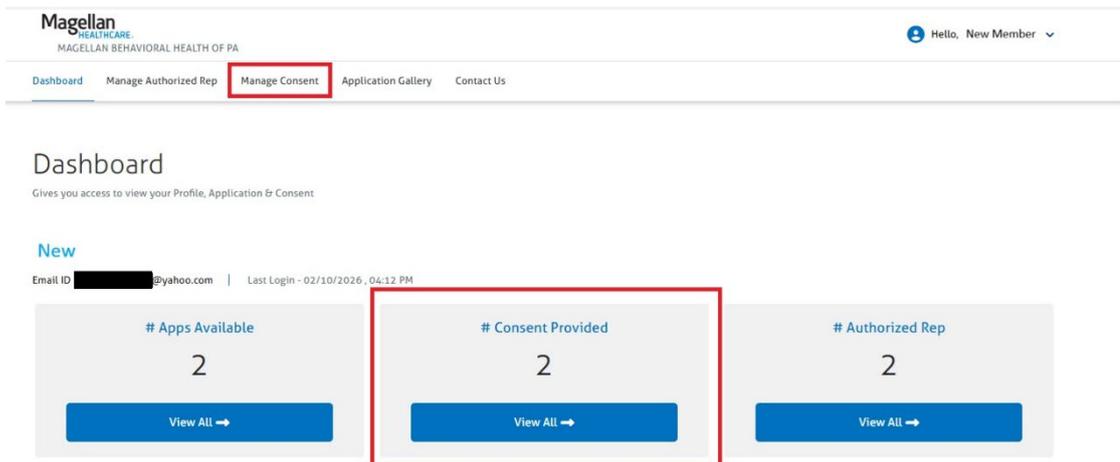
5. Manage Consent

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.

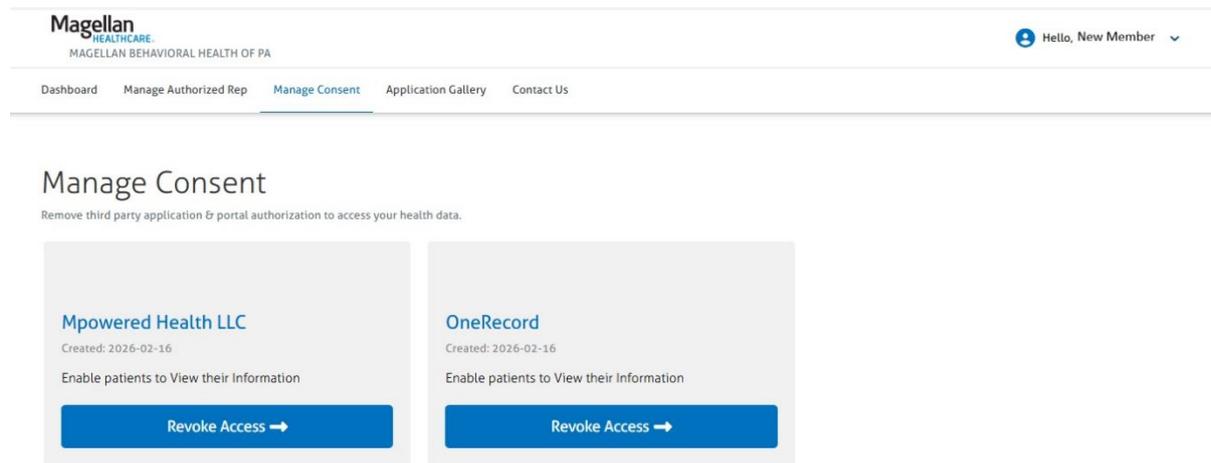
5.1 How to Take Back Third-Party Application Access

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:

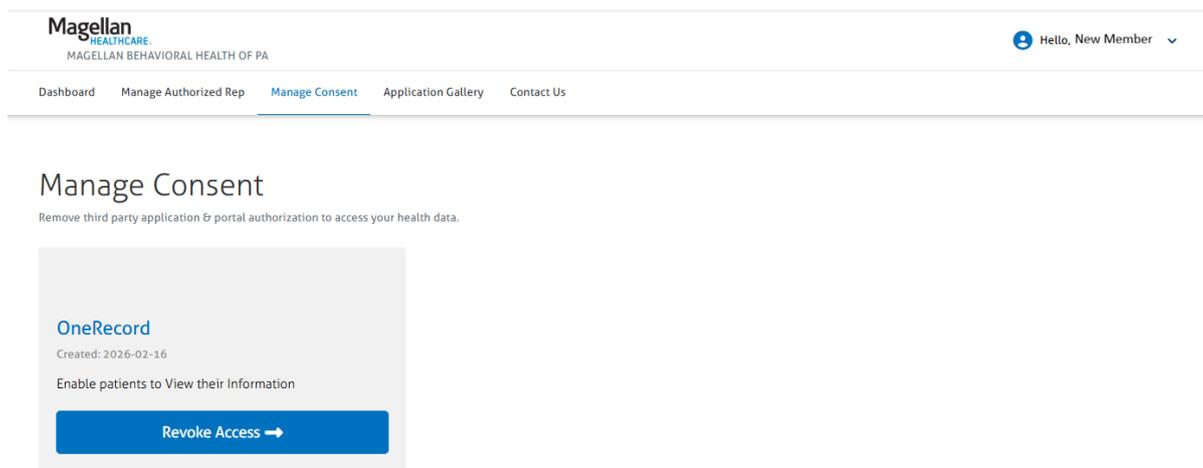
- Log in to your account to view the homepage dashboard.
- Click the **Manage Consent** menu option at the top of the page, or click the **View All** ➔ button under **# Consent Provided**.



- 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.

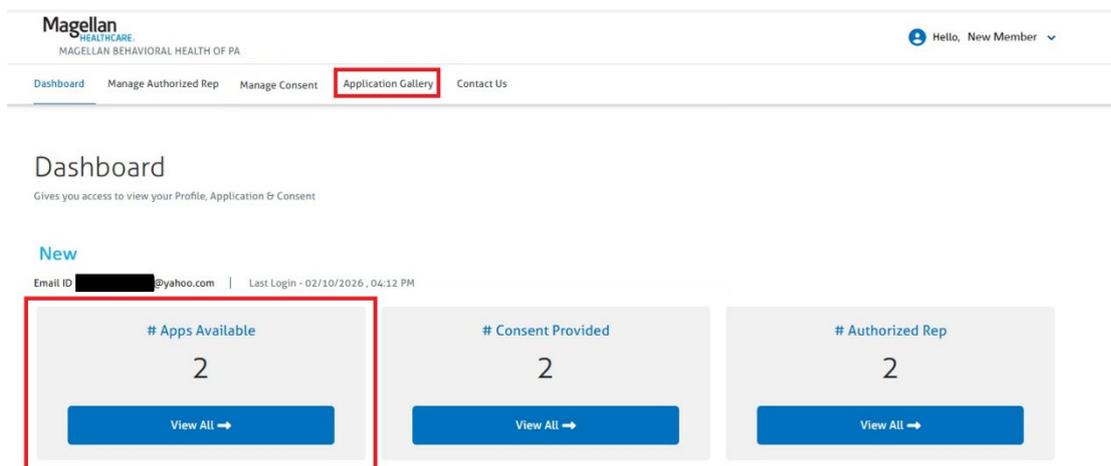


6. Application Gallery

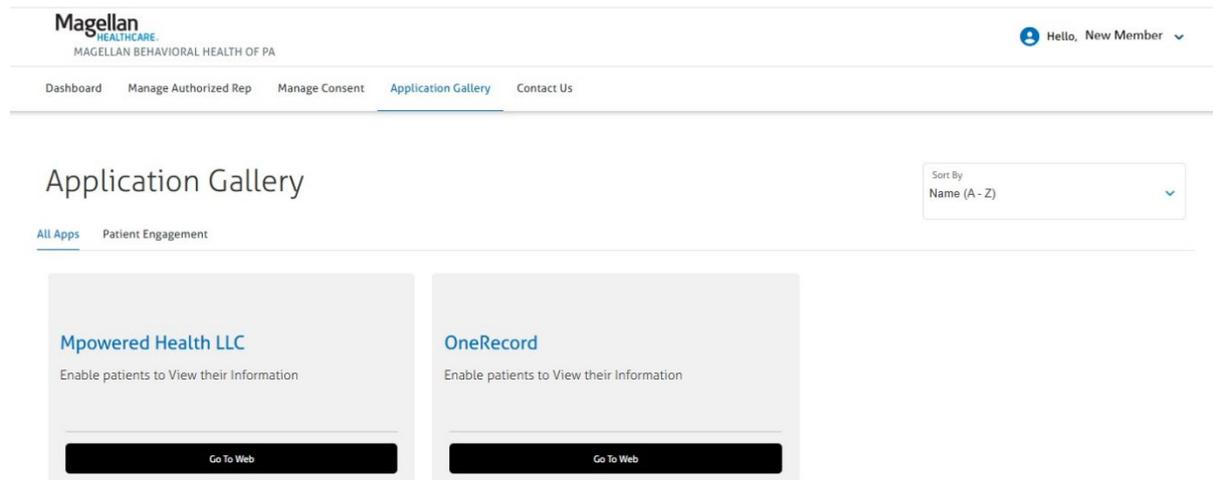
You can view all authorized applications here. These applications can be used to work with your providers. They can also be used by patients and payers.

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

