

Magellan Health Member Consent Portal

User Guide

Behavioral health
services for people
of all ages.

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



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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.

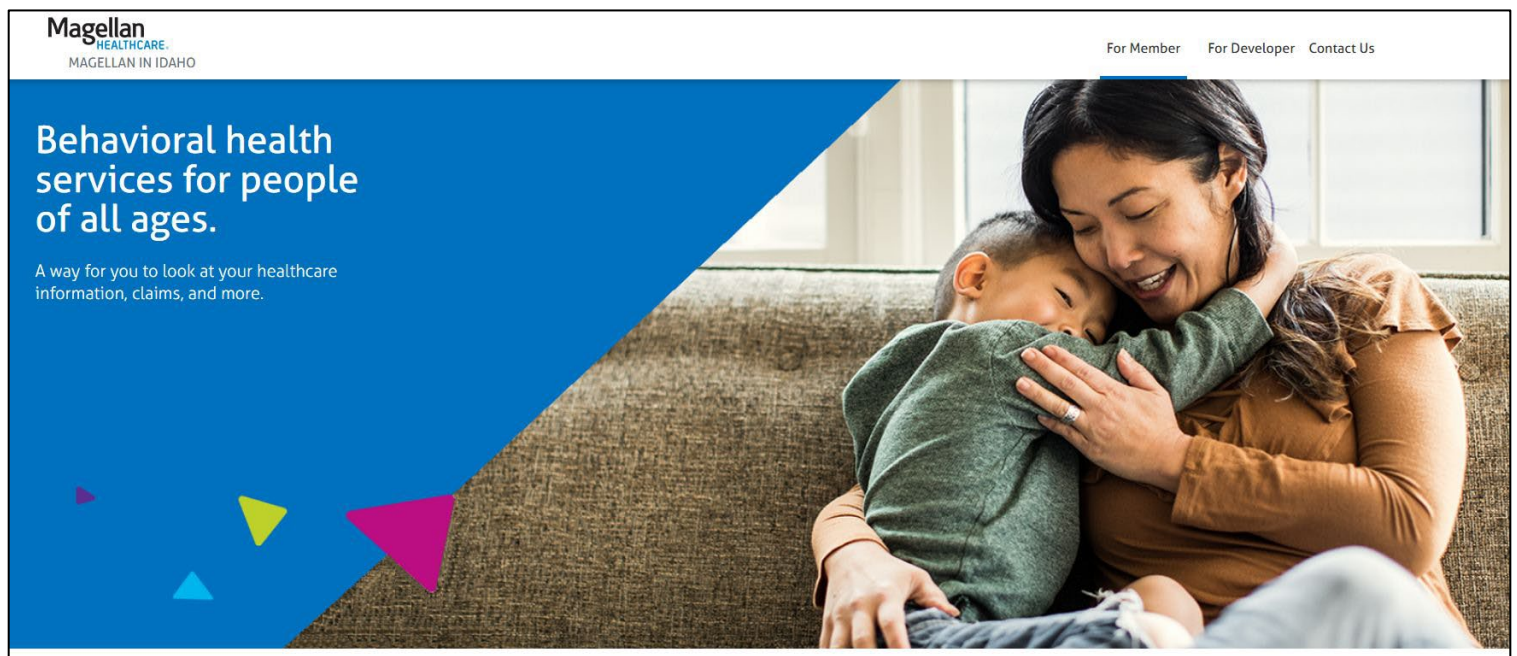
This guide provides step-by-step instructions. The guide shows you how to sign up and access your account.

2. Magellan Member Account

2.1 How to Register / Sign up

Step 1: Launch the Home Page

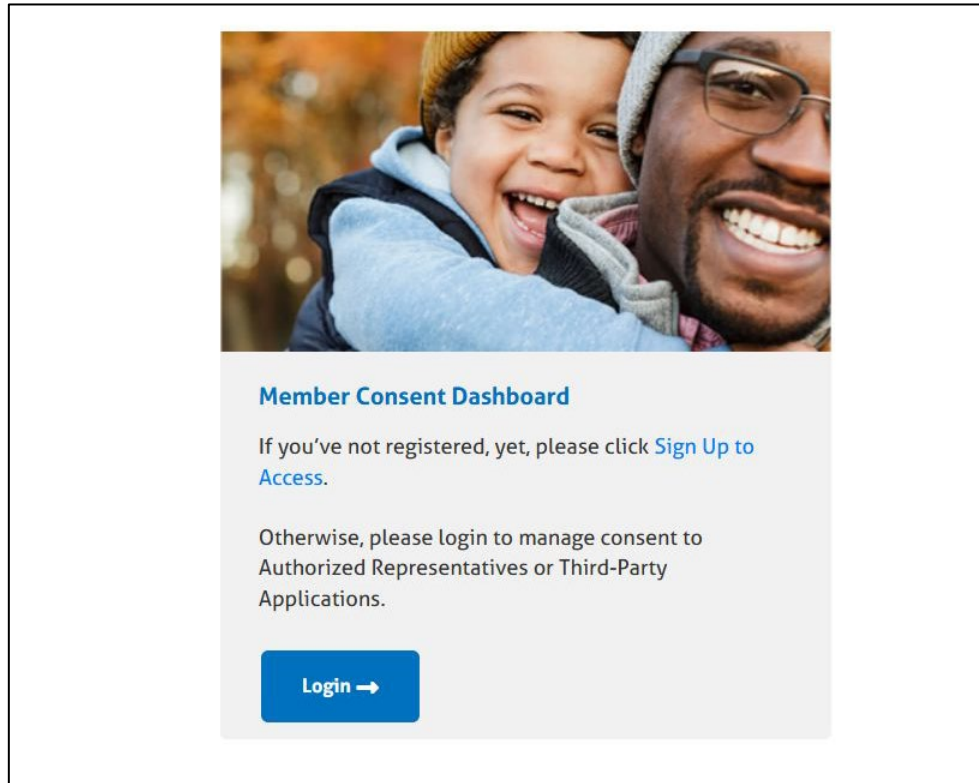
Go to the Portal: memberportal.mis.hothprod.magellanhealth.com.



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.

Registration

Signup Information

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: 3h#646790, R5a428267.
- Your password cannot be any of your last 24 passwords.

Member Information

OR

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

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.

Registration

Signup Information

*Email Address
newuser@gmail.com

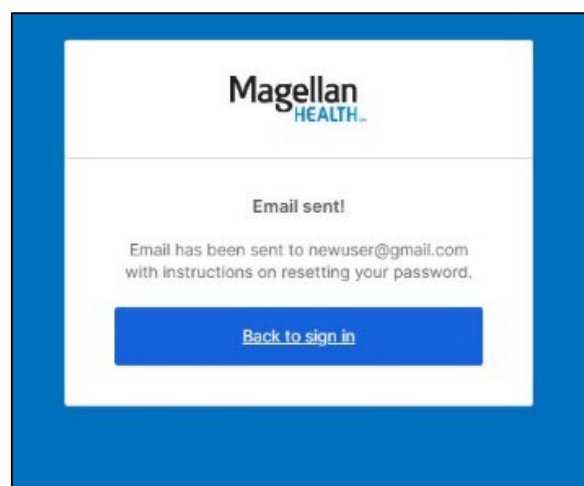
*New password

*Confirm Password

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, R\$a428267.
- ✓ Your password cannot be any of your last 24 passwords.

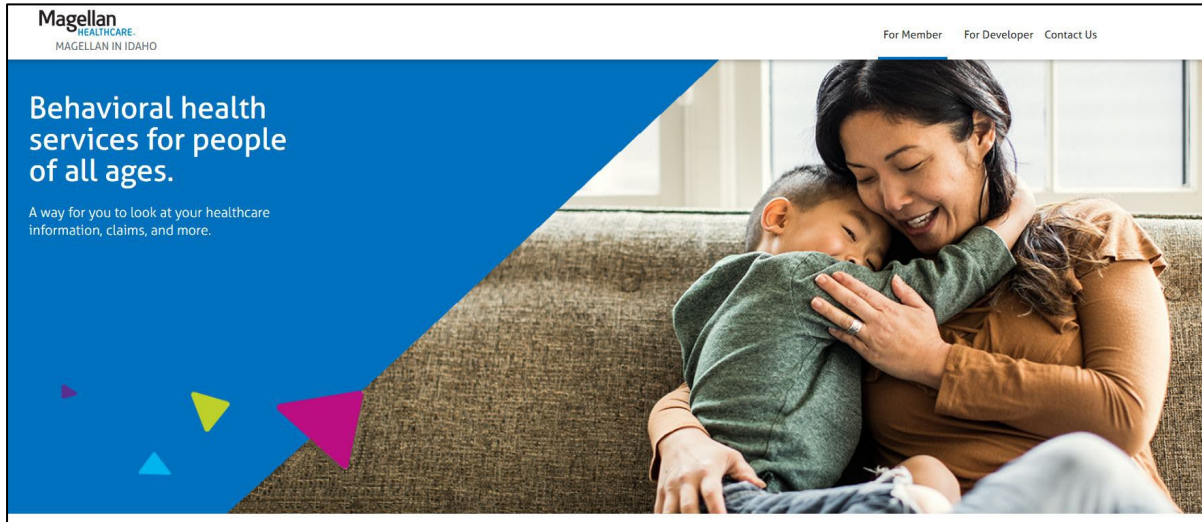
4. You will receive an email that you signed up. It will take 6-8 hours for your data to be prepared.



2.2 How to Login to Your Member Account

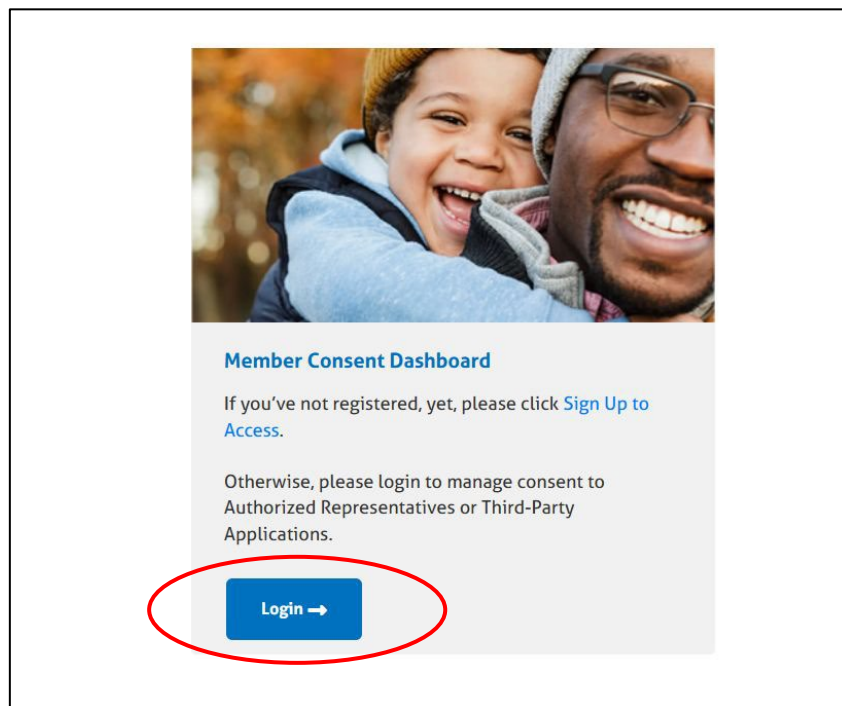
Step 1: Launch the Home Page

Go to the Member Portal: memberportal.mis.hothprod.magellanhealth.com.

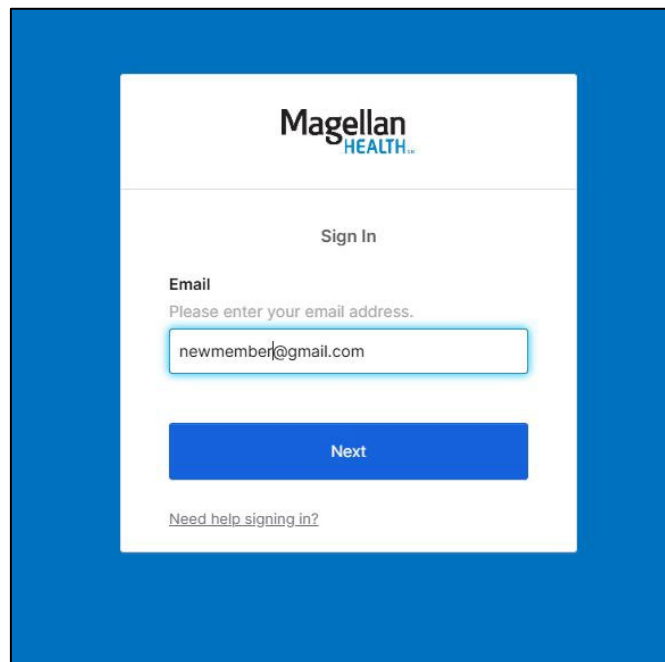


Step 2: Login

1. Scroll down on the home page until you see the link to login. Click the Login button.

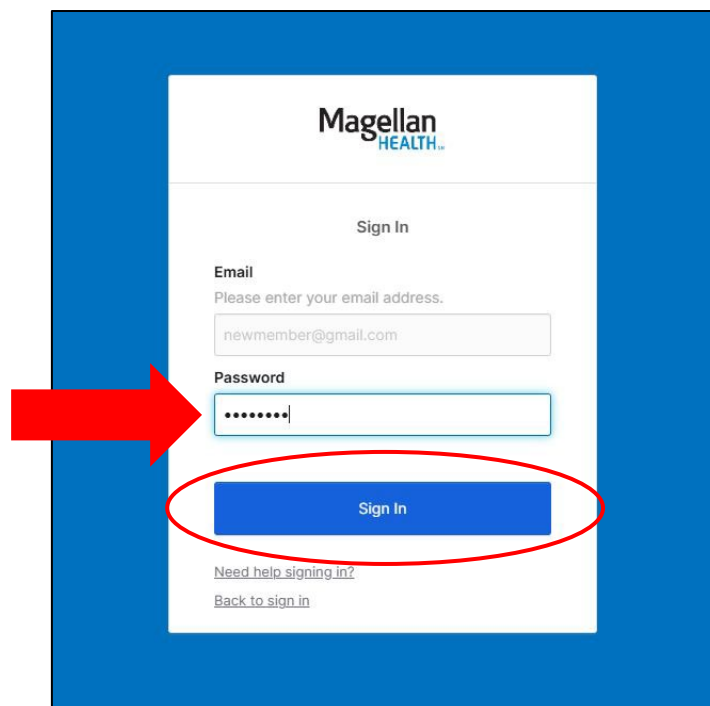


2. Enter the email address used to register/sign-up.



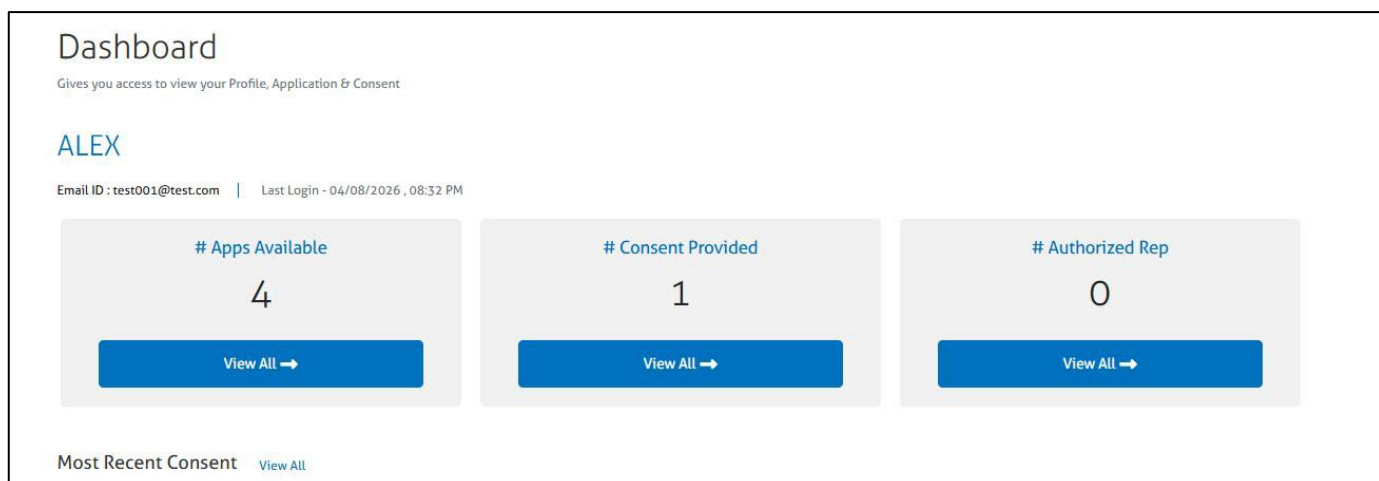
The screenshot shows the Magellan Health Sign In page. The page has a blue header with the Magellan Health logo. Below the logo, the text "Sign In" is centered. Underneath, the "Email" label is followed by the instruction "Please enter your email address." A text input field contains the email address "newmember@gmail.com". Below the input field is a blue button labeled "Next". At the bottom, there is a link that says "Need help signing in?".

3. Enter your password. Click on Sign In.



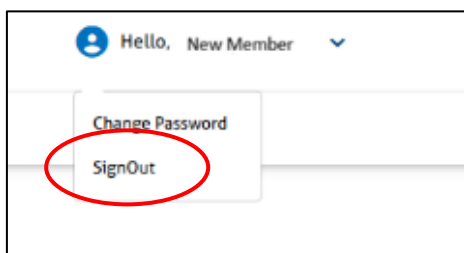
The screenshot shows the Magellan Health Sign In page with the password field added. The "Email" field still contains "newmember@gmail.com". Below it, the "Password" label is followed by the instruction "Please enter your password." A password input field with masked characters "....." is shown. A large red arrow points from the left towards the password field. Below the password field is a blue button labeled "Sign In", which is circled in red. At the bottom, there are two links: "Need help signing in?" and "Back to sign in".

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



2.3 Sign-out

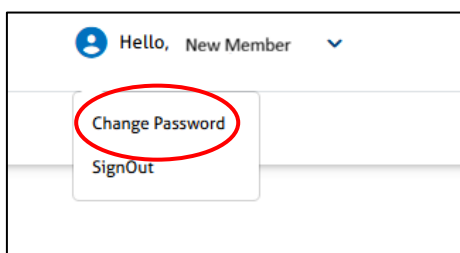
Click on the drop-down in the top right corner of the page. It is right after the member's name.



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.

Change Password

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

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, R\$4428267.
- ✓ Your password cannot be any of your last 24 passwords.

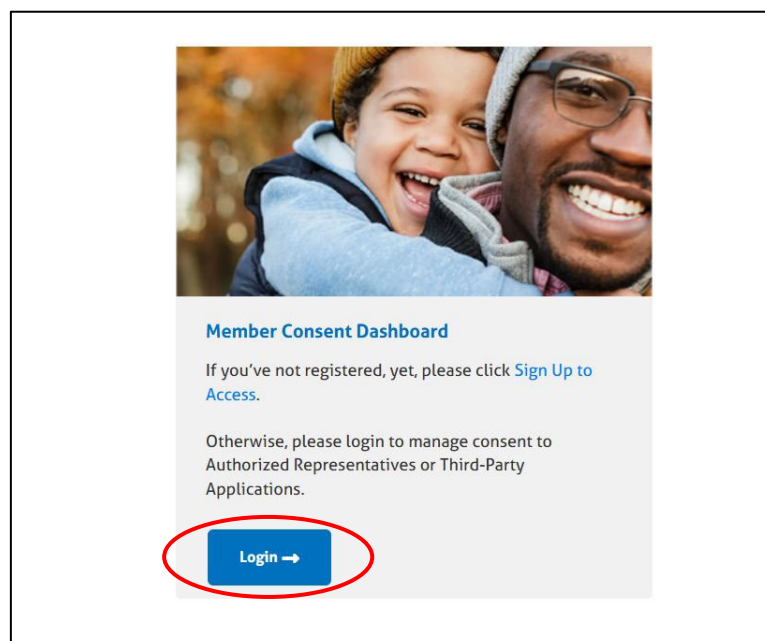
- Enter current password.
- Enter a new password and confirm the new password by entering again in the confirm password field.
- Click Submit.

2.5 Sign-in Help

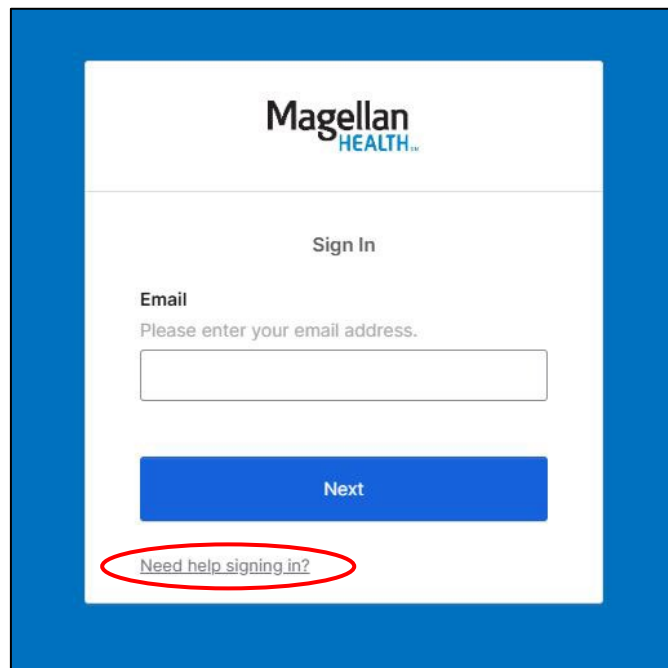
- To reset a forgotten password or to unlock an account after unsuccessful login attempts, use these steps to get help.

2.5.1 Reset forgotten password

1. Click Login on the Home Page.



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



Magellan
HEALTH

Sign In

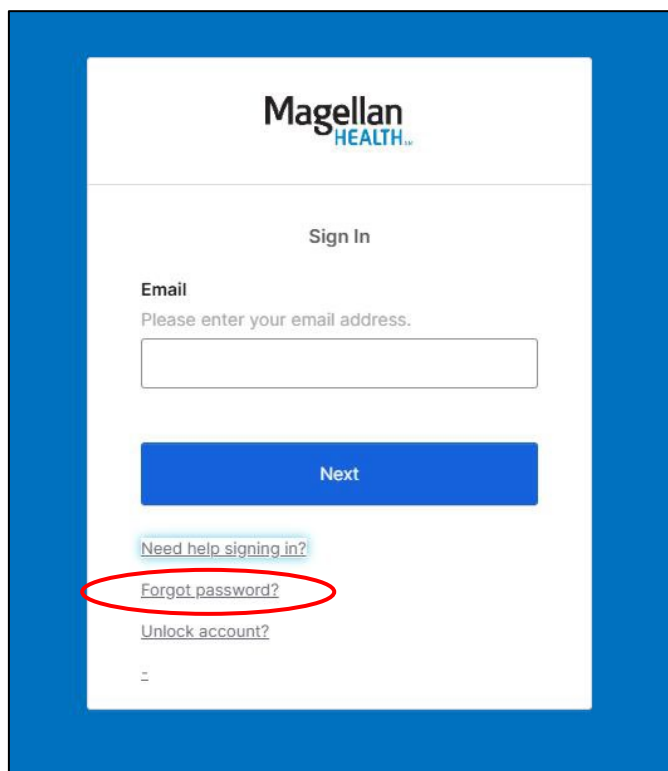
Email

Please enter your email address.

Next

[Need help signing in?](#)

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



Magellan
HEALTH

Sign In

Email

Please enter your email address.

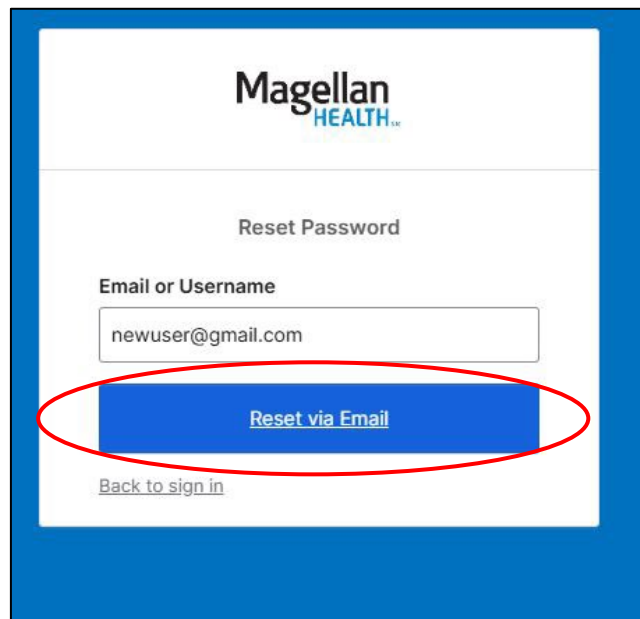
Next

[Need help signing in?](#)

[Forgot password?](#)

[Unlock account?](#)

4. Click Reset via Email button.



Magellan
HEALTH

Reset Password

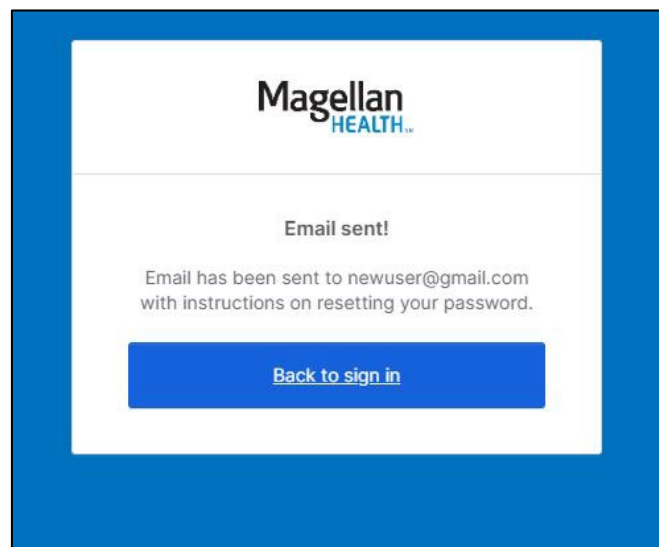
Email or Username

newuser@gmail.com

[Reset via Email](#)

[Back to sign in](#)

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



Magellan
HEALTH

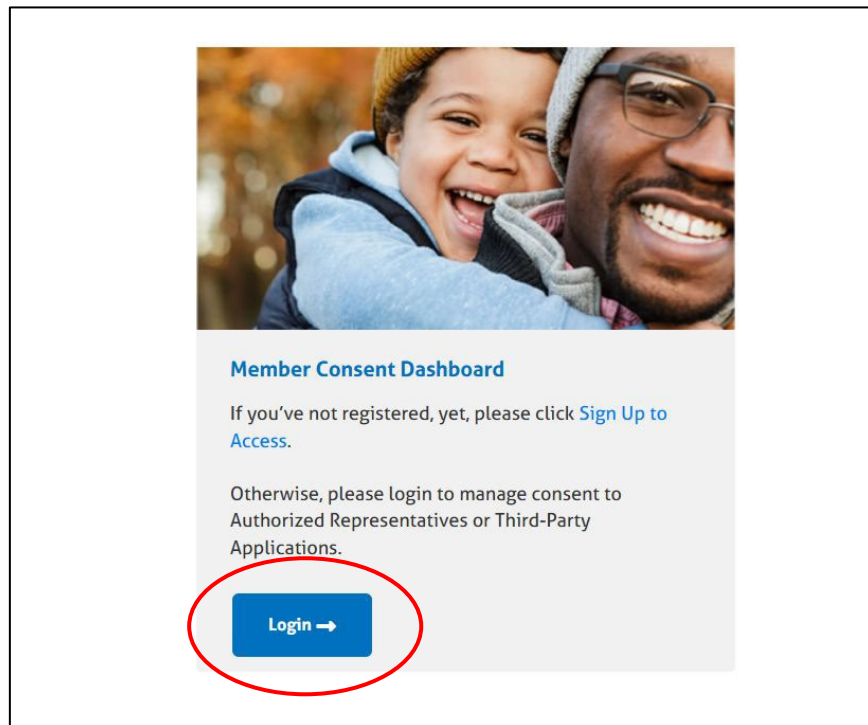
Email sent!

Email has been sent to newuser@gmail.com
with instructions on resetting your password.

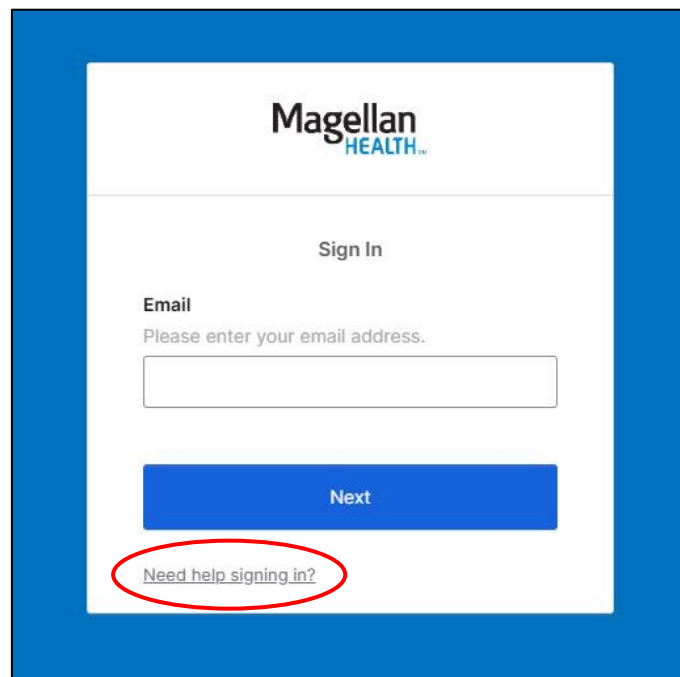
[Back to sign in](#)

2.5.2 Unlock Account

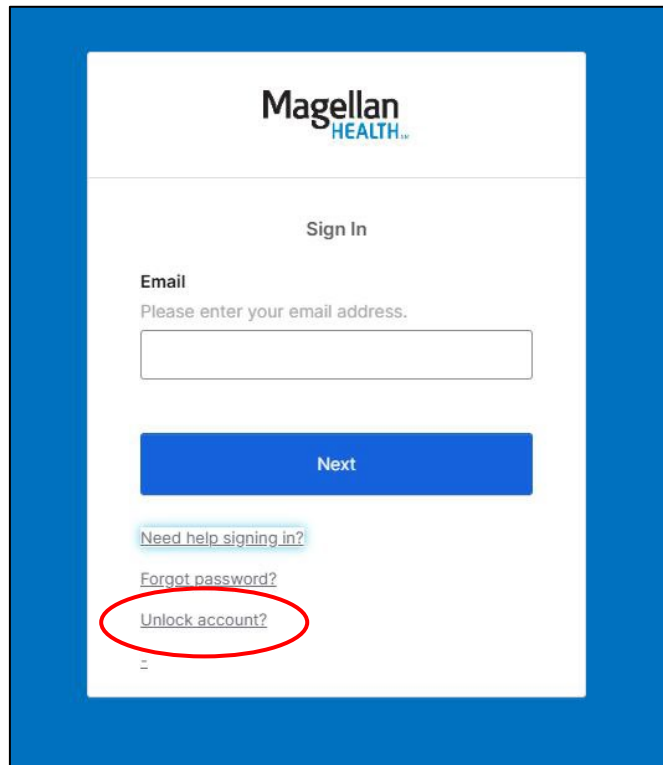
1. Click Login on the Home Page.



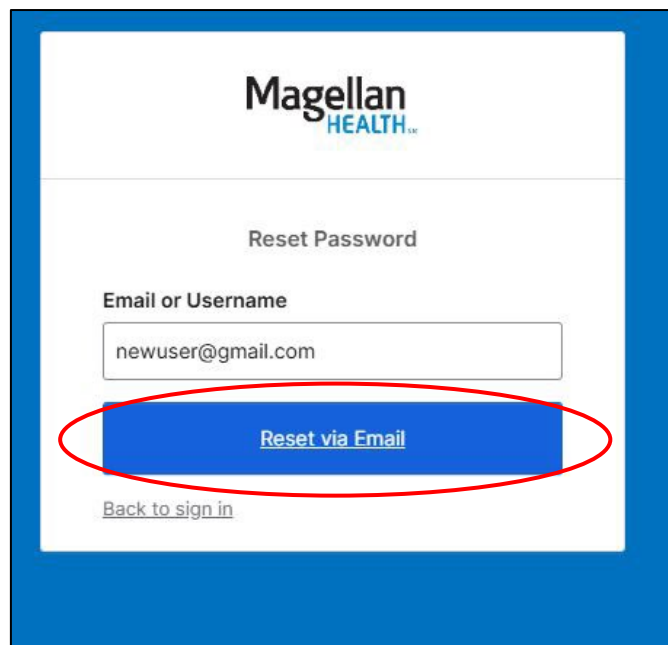
2. Click "Need help signing in?" below the Next button.



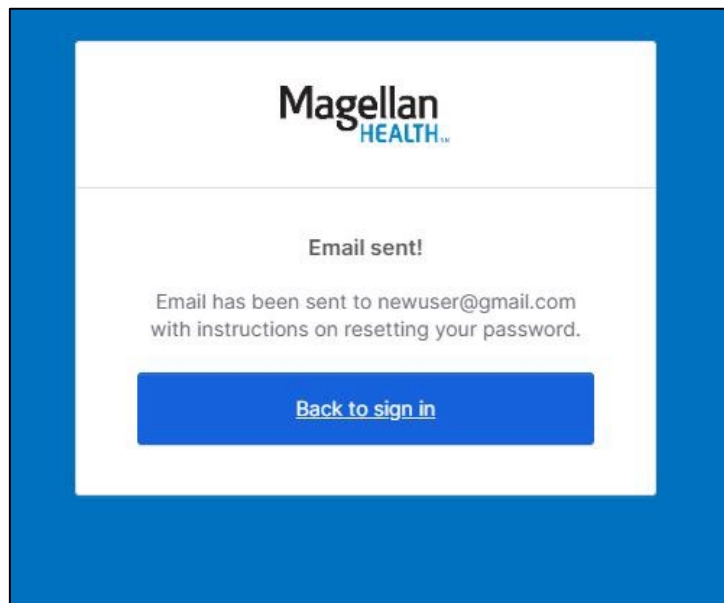
3. Click [Unlock account?](#) and enter your email address on the following screen.

The image shows the 'Sign In' screen of the Magellan HEALTH portal. At the top is the Magellan HEALTH logo. Below it is the heading 'Sign In'. There is a section labeled 'Email' with the instruction 'Please enter your email address.' and an empty text input field. Below the input field is a blue button labeled 'Next'. At the bottom of the form, there are three links: 'Need help signing in?', 'Forgot password?', and 'Unlock account?'. The 'Unlock account?' link is circled in red.

4. Click [Reset via Email](#) button.

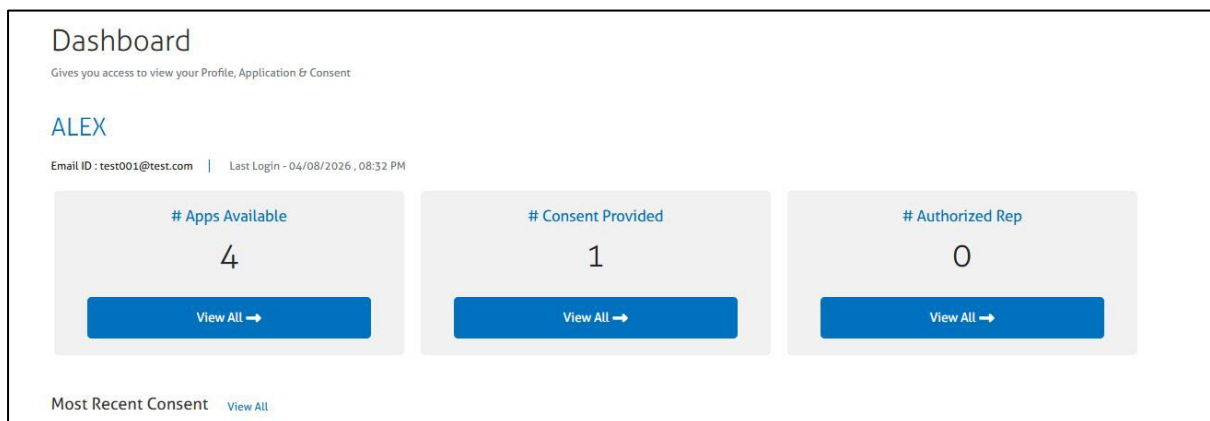
The image shows the 'Reset Password' screen of the Magellan HEALTH portal. At the top is the Magellan HEALTH logo. Below it is the heading 'Reset Password'. There is a section labeled 'Email or Username' with a text input field containing 'newuser@gmail.com'. Below the input field is a blue button labeled 'Reset via Email', which is circled in red. At the bottom of the form, there is a link 'Back to sign in'.

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



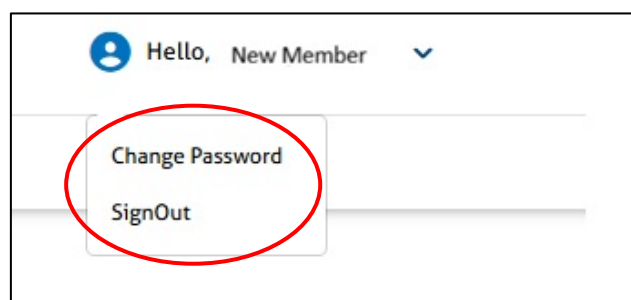
3. Member Dashboard

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 administrator will approve or reject the request.
- Both the Member and Authorized representative 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 screenshot displays the 'Manage Authorized Rep' page. It includes search filters for 'Auth Rep First Name', 'Auth Rep Last Name', and 'Status'. A search button is present. Below the filters, it shows 'Search Results - 1 Authorized Rep found'. A table lists the authorized representative with columns: Member Name, Authorized Rep Name, Relationship, Submitted Date, Status, and Action. The table contains one entry for a 'PA Placeholder' with a status of 'Pending'. A 'View' button is next to the entry. At the bottom, there are links for Privacy Policy, Terms of Use, and Disclaimer, and a copyright notice for Magellan Health, Inc.

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

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	Sampath Magellan	Other	01/30/2026	Pending	View
PA Placeholder	NewTest AuthUser	Other	02/16/2026	Pending	View

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

View Authorized Rep

Member Details

First Name
PA

Last Name
Placeholder

Date of Birth
08/01/2020

Email Address
sampath_j2001@yahoo.com

Phone Number
(508) 843-5633

Address
1234 Avenue, Frisco, PA, 75033 LEHIGH

Member ID
DEL777777777-01

Authorized Rep Details

First Name
NewTest

Last Name
AuthUser

Email Address
memberdummy8@gmail.com

Relationship
Other - Family

Phone Number
(508) 843-5633

Duration
02/16/2026 - 02/16/2027

Status
Pending

Address
123 Main St, Pittsburgh, PA, 25157 LEHIGH

Legal Authority
No

Submitted Date
02/16/2026 07:58 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	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:

- Behavioral health
- Prescriptions
- 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.

Authorized Rep Form

This form lets you choose who can see your personal information.

Who the member says can see their information.

Please Note: The member listed below must sign this form.

*Member ID
15517871

*Member First Name

*Member Last Name

*Member DOB
MM/DD/YYYY 

*Member Address

*Member City

*Member State
Select 

*Member Zip

*Member Phone Number

*Member Email Address
test001@test.com

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.

Member Consent Portal User Guide

I let this person see my information.

☐ Other enrolled member with Magellan Health ☒ Other

*First Name *Last Name *Relationship

Do you have the legal authority to act on behalf of PA Placeholder ☒ No ☐ Yes

Address*

*City *State *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

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.

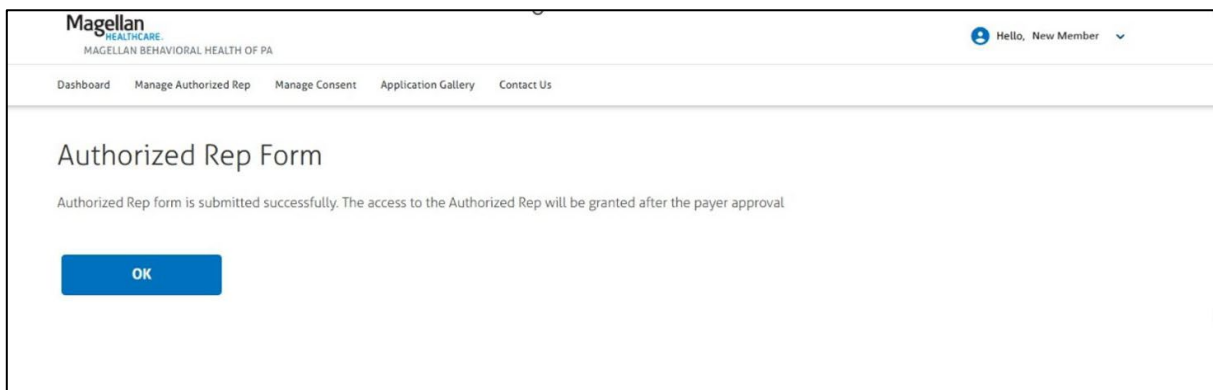
This is a copy and can be used as the original.

Type your name. This is your electronic signature.

*Enter Name *Date

- 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

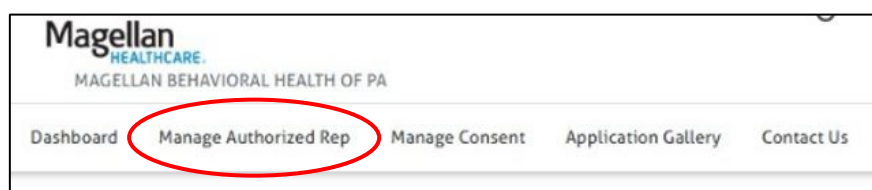
- Choosing my doctor
 - Requesting a member ID card
 - This person can file a grievance or appeal for you to Magellan Health.
 - Choose how long you want to allow this person to act on your behalf:
 - You can allow this person to act on your behalf until you stop it.
 - You can also allow this person 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.
2. 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.
3. Submit the Authorized Rep form. If submitted successfully, an auto message will be displayed, and the Authorized Rep is approved.



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

a. 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
Select

Q

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 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

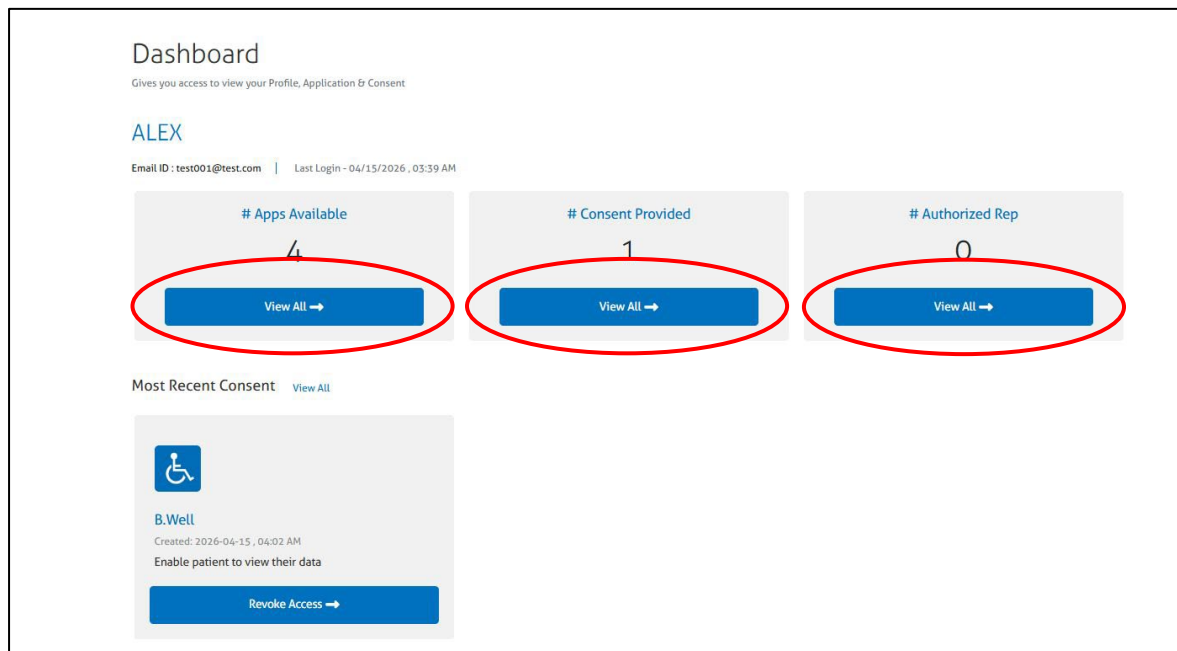
2. Manage Consent

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.

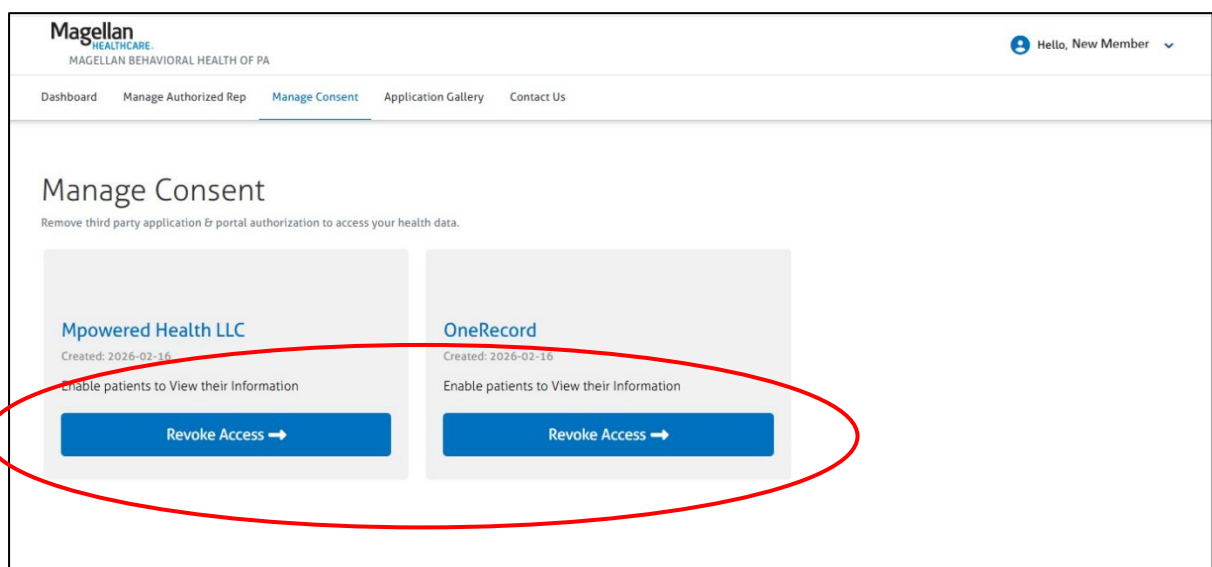
5.1 How to Revoke Third Party Application

Follow these instructions to revoke access to your health data.

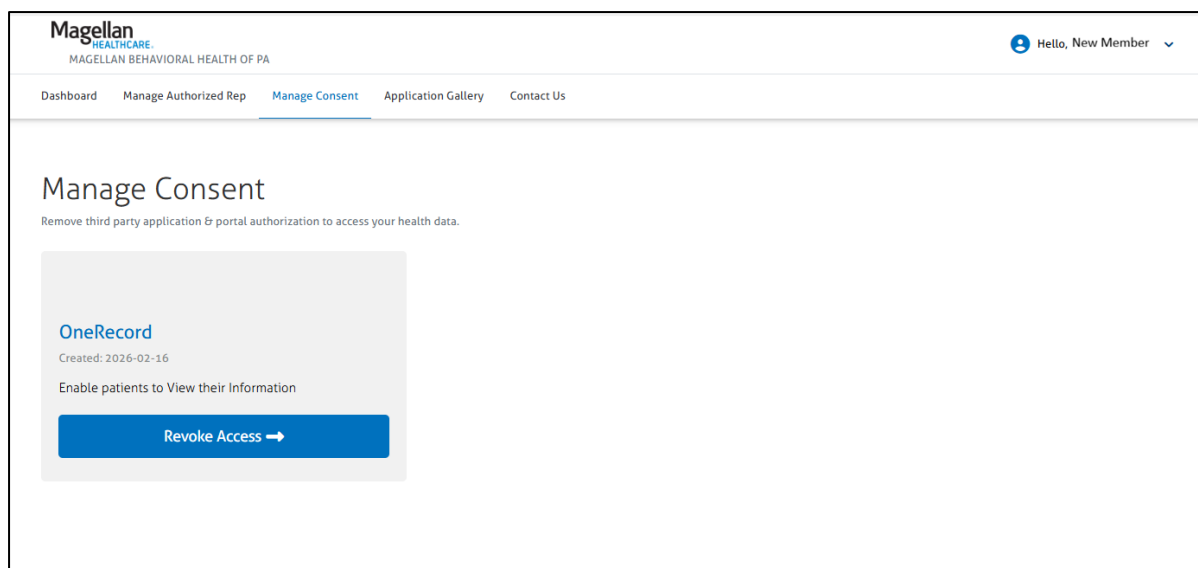
- Log in to your account to view the homepage dashboard.
- Click the Manage Consent menu option or click the View All button under # Consent Provided.



- 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.

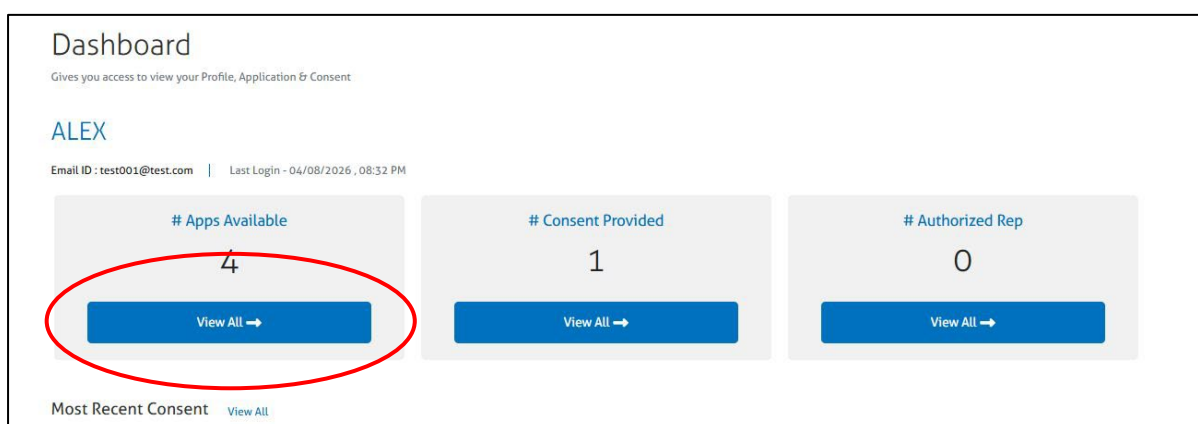


3. Application Gallery

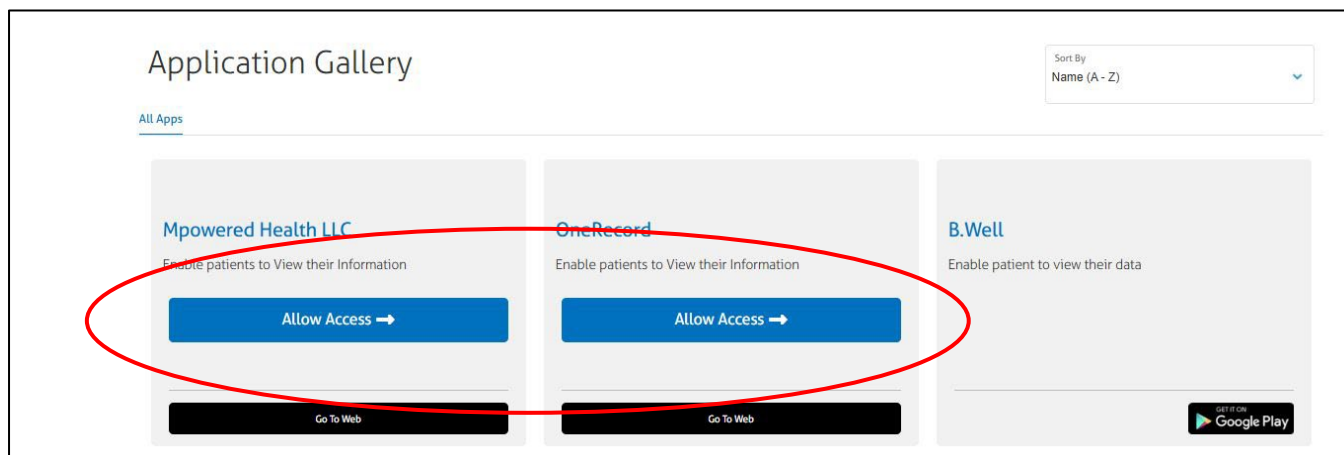
You can view all authorized applications under the Application Gallery. These applications can be used to work with your providers. They can also be used by patients and payers.

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.



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



- 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.

4. 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

