



# SCAN Provider Portal Portal User - Password Reset Guide

March, 2021



# Introduction

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This user guide explains how to perform self-service password reset on the SCAN Provider Portal.

Click the link below to begin:

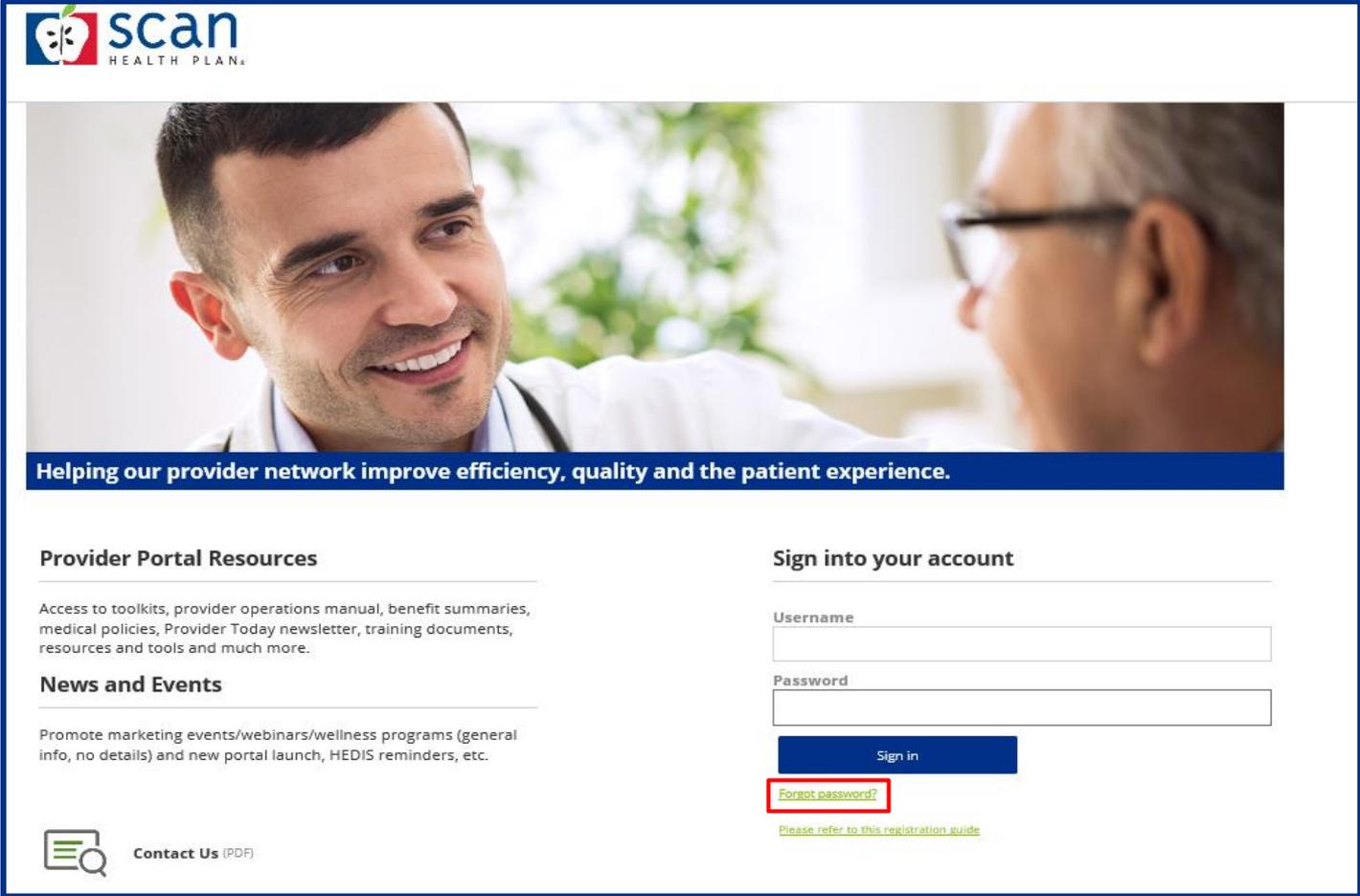
<https://secure-portal.scanhealthplan.com>

**Browser Compatibilities:** For security and optimal viewing, we support the two most recent versions of modern web browsers on desktop environments and the two most recent versions of default OS browsers on mobile environments. We recommend you upgrade your browser to the most recent version, regardless of platform, as soon as possible.

Supported Desktop Browsers: Google Chrome, Microsoft Edge, Mozilla Firefox and Safari

# Forgot Username or Password

1. Click on the 'Forgot Password' link



**scan**  
HEALTH PLAN<sup>®</sup>

Helping our provider network improve efficiency, quality and the patient experience.

**Provider Portal Resources**

Access to toolkits, provider operations manual, benefit summaries, medical policies, Provider Today newsletter, training documents, resources and tools and much more.

**News and Events**

Promote marketing events/webinars/wellness programs (general info, no details) and new portal launch, HEDIS reminders, etc.

**Sign into your account**

Username

Password

Sign in

**Forgot password?**

[Please refer to this registration guide](#)

Contact Us (PDF)

# Forgot Username or Password

## 2. Enter your TIN, First Name and Last Name



Step 1 Step 2 Step 3 Step 4 Step 5

### Forgot Username or Password?

Enter the following information in order to retrieve your username and password

TIN\*

First Name\*

Last Name\*

I'm not a robot  [Privacy - Terms](#)

**Note:** A password reset is required if you have forgotten your username. You'll receive an auto-generated confirmation email from [Admin@secure-pportal.scanhealthplan.com](mailto:Admin@secure-pportal.scanhealthplan.com) containing your username. *(You may need to check your junk/spam folder)*

# Forgot Username or Password

3. Click the 'I'm not a robot' button and select the images
  - After the system checks the box, click on 'Next'

**scan**  
HEALTH PLAN

Step 1 Step 2 Step 3 Step 4 Step 5

## Forgot Username or Password?

Enter the following information in order to retrieve your username and password

TIN\*  
1234567890

First Name\*  
Mary

Last Name\*  
Doe

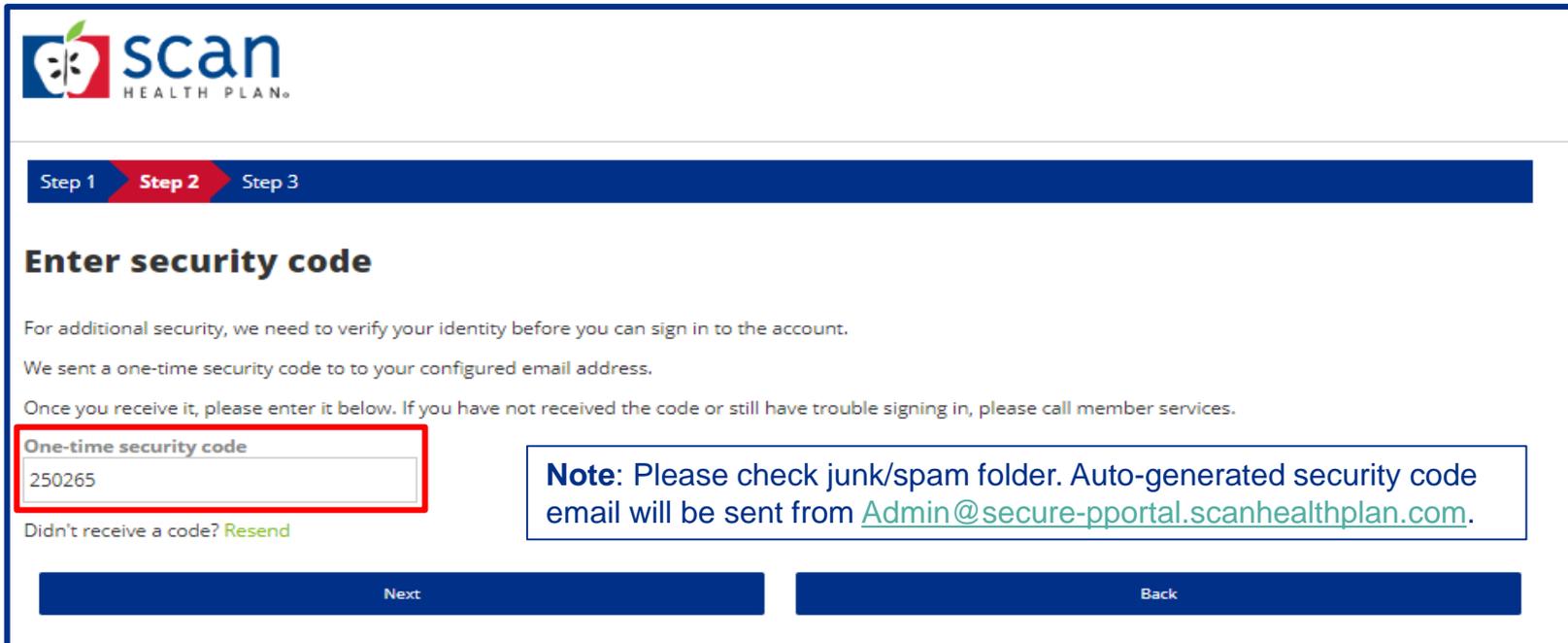
I'm not a robot 

Next Cancel

Technical Difficulties: If no images appear, please consult your IT support prior to contacting SCAN Provider Portal Team

# Forgot Username or Password

4. An email containing a Security Code will be sent to the email address on your account
5. Enter the Security Code in the 'One-time security code box' and click 'Next'





Step 1 Step 2 Step 3

### Enter security code

For additional security, we need to verify your identity before you can sign in to the account.

We sent a one-time security code to to your configured email address.

Once you receive it, please enter it below. If you have not received the code or still have trouble signing in, please call member services.

One-time security code  
250265

Didn't receive a code? [Resend](#)

**Note:** Please check junk/spam folder. Auto-generated security code email will be sent from [Admin@secure-pportal.scanhealthplan.com](mailto:Admin@secure-pportal.scanhealthplan.com).

Next Back

# Forgot Username or Password

6. If you didn't get the code in your email, click the "Resend" link
  - Enter the code from the email and click 'Enable'

## Two-Factor Authentication

One-time security code sent.

### Set up email verification

To enable this method, we must first send a one-time security code to your email address. Please confirm the email address below and click **Send code**.

Email  
debong@scanhealthplan.com **Send code**

One-time security code  
410510

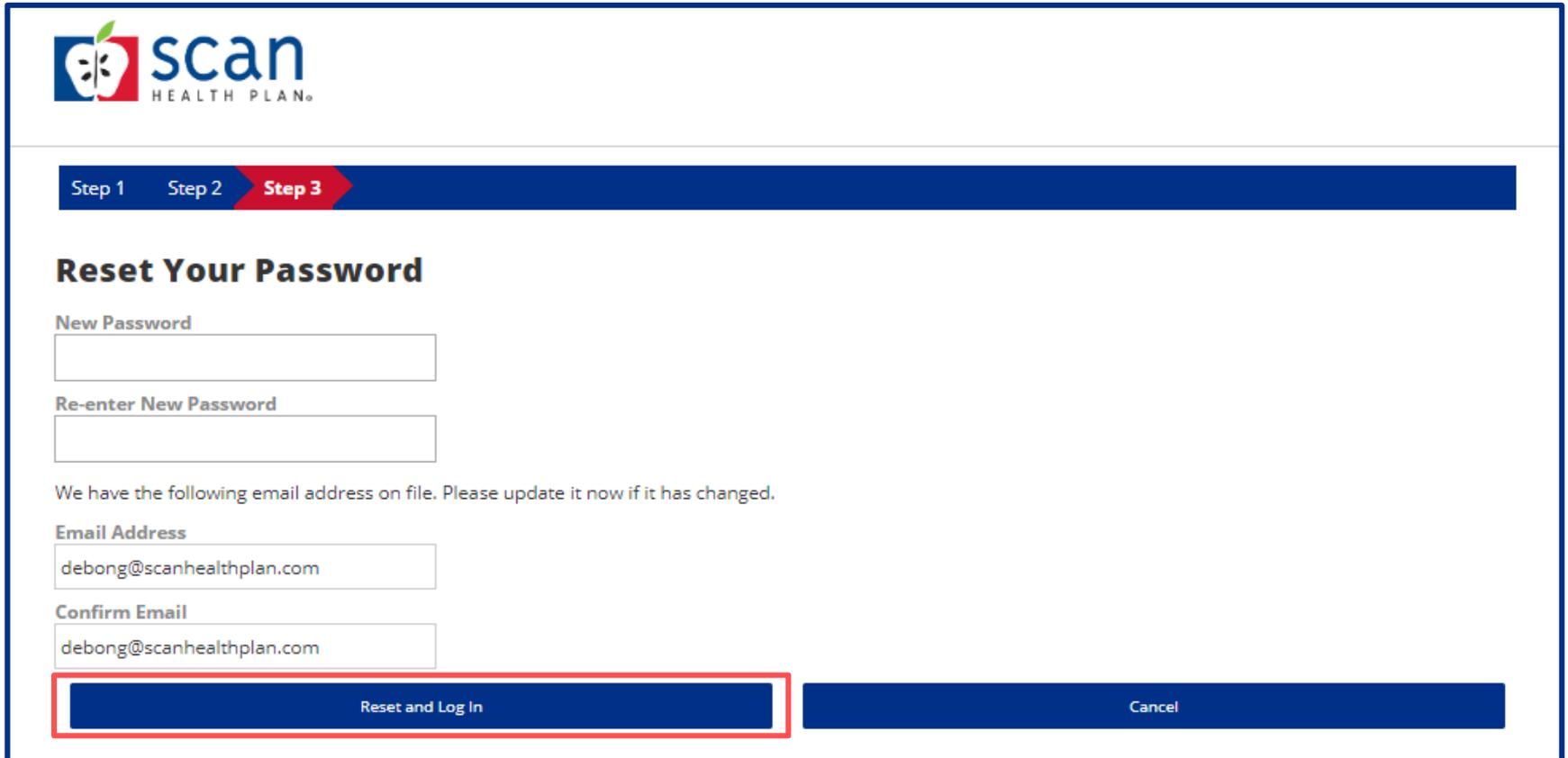
Didn't receive a code? **Resend**

**Note:** Please check junk/spam folder prior to selecting resend option. Auto-generated security code email will be sent from [Admin@secure-pportal.scanhealthplan.com](mailto:Admin@secure-pportal.scanhealthplan.com).

**Enable** Cancel

# Forgot Username or Password

7. Enter your new Password
8. Click the 'Reset and Log In' button





Step 1 Step 2 **Step 3**

## Reset Your Password

New Password

Re-enter New Password

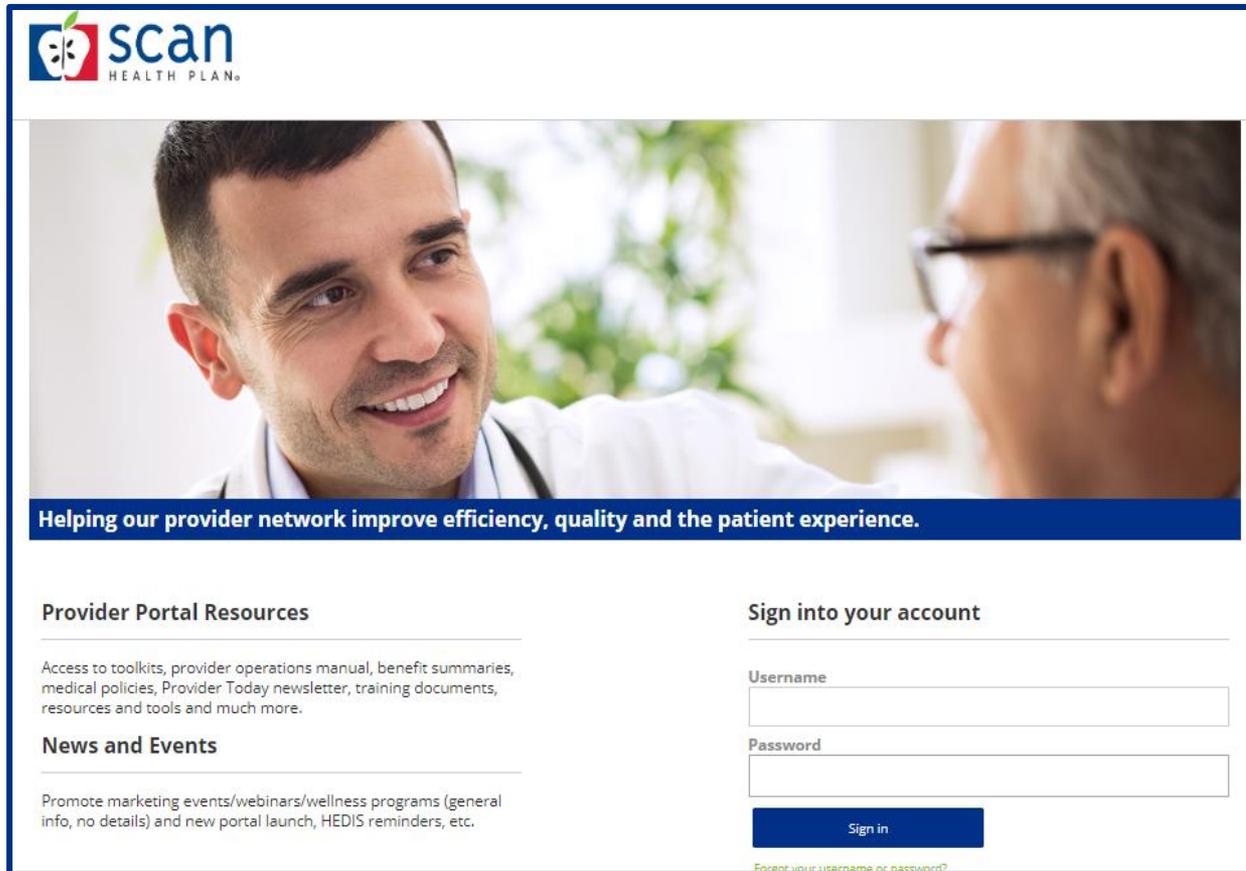
We have the following email address on file. Please update it now if it has changed.

Email Address

Confirm Email

# Forgot Username or Password

9. You'll be returned to the Log In page where you can enter your Username and Password



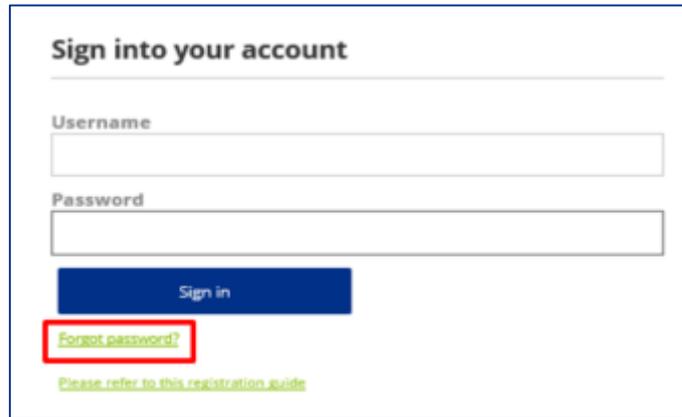
The screenshot shows the SCAN Health Plan provider portal login page. At the top left is the SCAN Health Plan logo. Below the logo is a large image of a doctor smiling at an elderly patient. A blue banner below the image reads: "Helping our provider network improve efficiency, quality and the patient experience." Below the banner, there are two columns of content. The left column is titled "Provider Portal Resources" and contains text about access to toolkits, manuals, and newsletters. Below this is a section titled "News and Events" with text about marketing events and programs. The right column is titled "Sign into your account" and contains a "Username" input field, a "Password" input field, and a "Sign in" button. At the bottom of the right column, there is a link that says "Forgot your username or password?".

We recommend you **type in** credentials to ensure accuracy.

# Forgot Username

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10. A Password reset is required if you have forgotten your Username.



The image shows a sign-in form titled "Sign into your account". It contains two input fields: "Username" and "Password". Below the fields is a blue "Sign in" button. A red box highlights the "Forgot password?" link, which is written in green text. Below the link is a smaller green text link that says "Please refer to this registration guide".

Once you reset your password, you will receive a confirmation email containing your Username

Dear Mary,

Your password for account with **username MaryDoe** has been changed. If you did not request this change please contact [ProviderPortal@scanhealthplan.com](mailto:ProviderPortal@scanhealthplan.com) immediately.

# Forgot Username and Password Issue

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## **SCAN Contracted Medical Groups:**

Each group has an assigned portal administrator within its organization who can create new accounts and manage existing users. If you are an employee of a SCAN Contracted Medical Group, and are experiencing issues with Username and Password please contact your organization's Portal Administrator.



# Provider Portal Technical Issue

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- ▶ If you experience a technical issue with the new SCAN Provider Portal send an email to: [ProviderPortal@SCANHealthPlan.com](mailto:ProviderPortal@SCANHealthPlan.com)
  
- ▶ Provide:
  - End user first and last name
  - End user email address
  - Organization Tax ID
  - Detailed description of error you are experiencing
  - Screen shot(s) of error message