



SCAN Provider Portal Portal User – Initial Login Guide

March, 2021



Introduction

This user guide explains how to initially log into the SCAN Provider Portal

Click the link below to begin:

<https://secure-pportal.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.

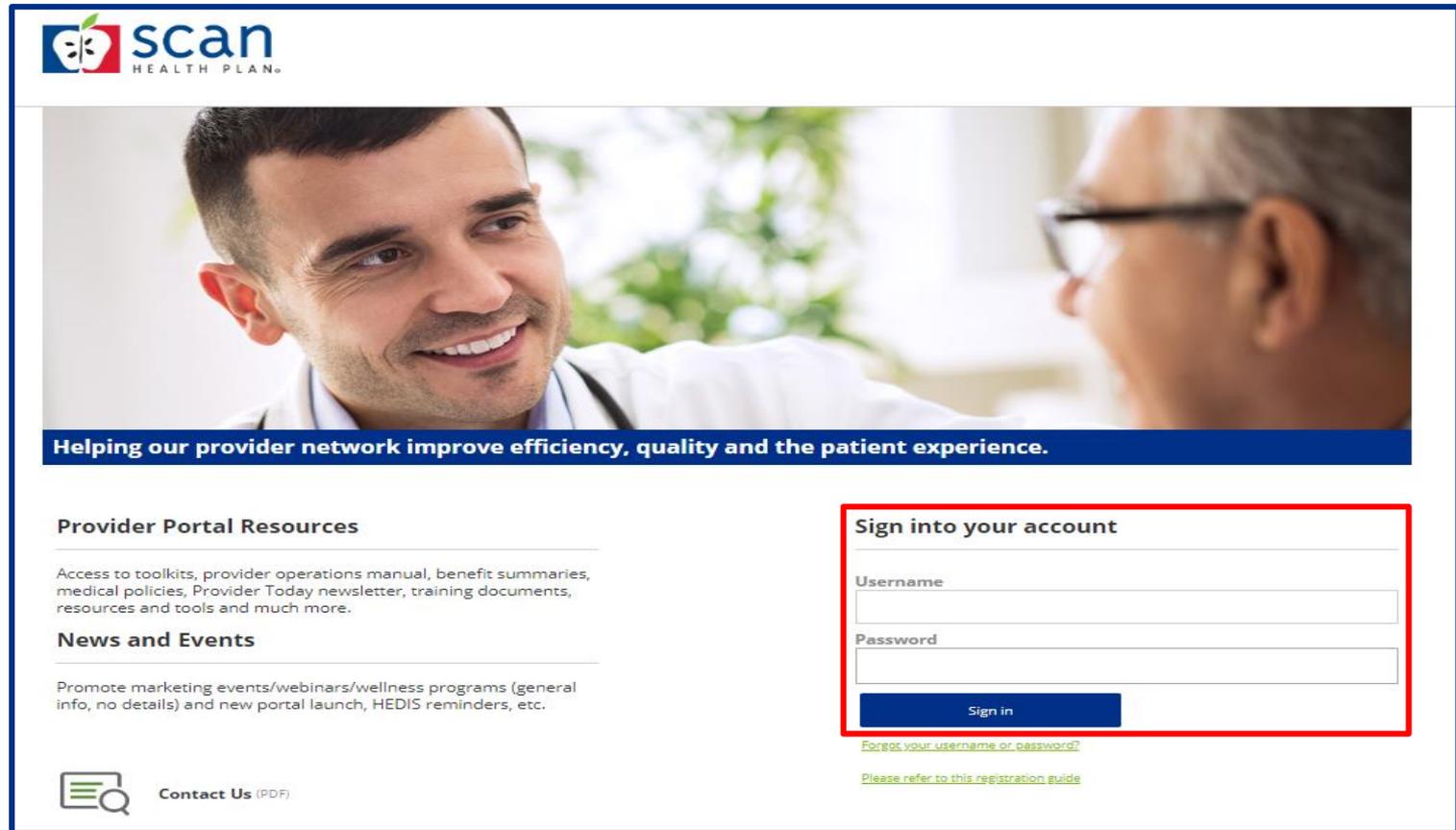
Supported Desktop Browsers: Google Chrome, Microsoft Edge, Mozilla Firefox and Safari

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, please contact your organization's Portal Administrator. **Contracted Medical Groups** may not use the self-registration service.

Initial Login

1. Enter Your Username and Temporary Password

- Click 'Sign In'



scan
HEALTH PLAN®

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 your username or password?](#)

[Please refer to this registration guide](#)

 **Contact Us** (PDF)

Initial Login

2. Enter and Confirm your new Password

- Click the 'Next' button



Please complete the following:

[Change Password](#)

[Set up Two-factor Authentication](#)

[Change Secret Information](#)

[Agree to License Terms](#)

Change your Password

Help

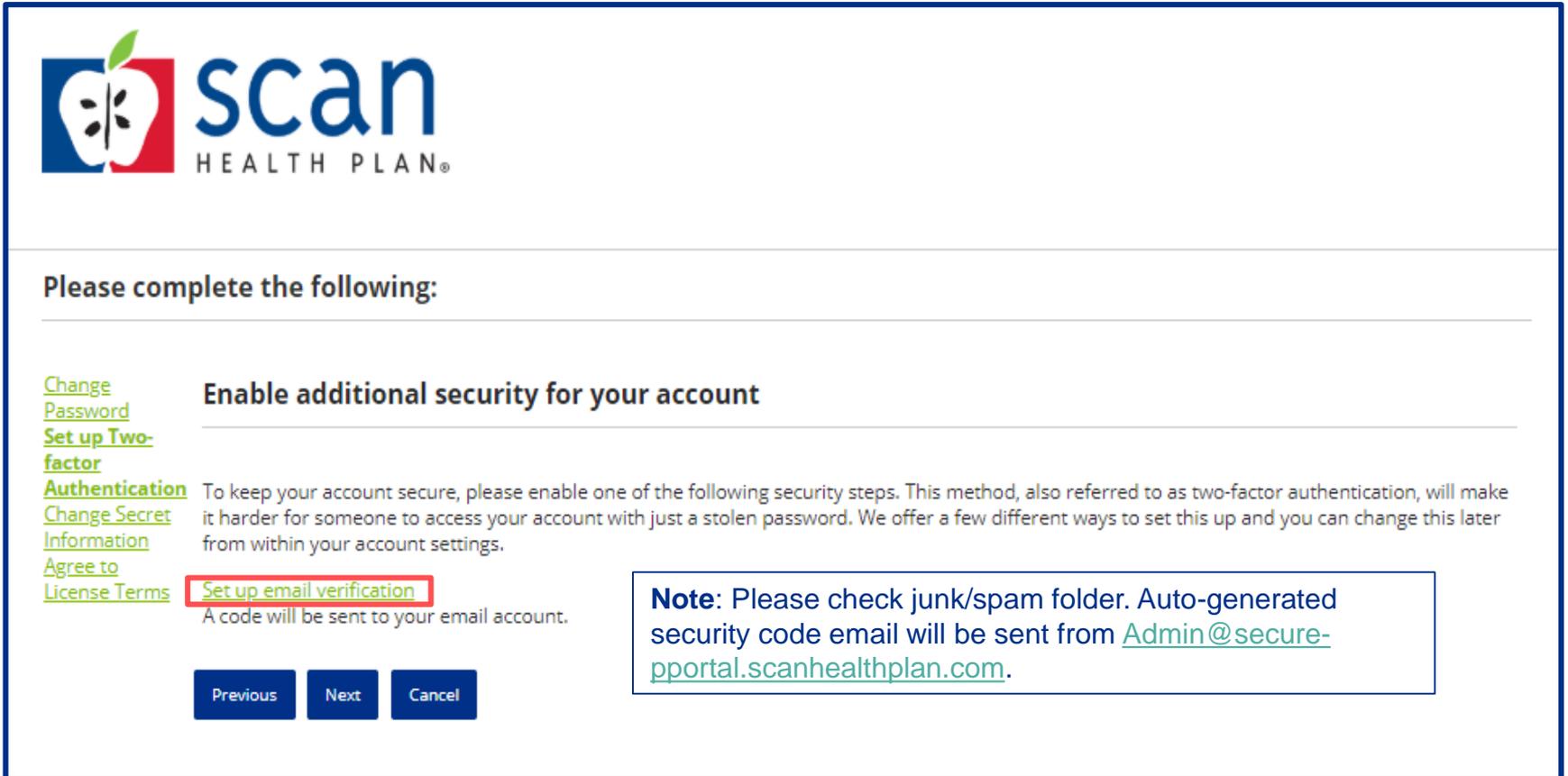
Fields in bold are required.

***Password:**

***Confirm Password:**

Initial Login

3. Click 'Set up email verification' to have a secure code sent to your email inbox



The screenshot shows the SCAN Health Plan account setup interface. At the top left is the SCAN Health Plan logo, which consists of a stylized apple icon with a leaf and the text 'scan HEALTH PLAN®'. Below the logo, the text 'Please complete the following:' is displayed. A list of options is provided, including 'Change Password', 'Set up Two-factor Authentication', 'Change Secret Information', 'Agree to License Terms', and 'Set up email verification'. The 'Set up email verification' option is highlighted with a red box. To the right of this list, the heading 'Enable additional security for your account' is followed by a paragraph explaining that enabling security steps makes it harder for someone to access the account with a stolen password. A note in a blue box states: 'Note: Please check junk/spam folder. Auto-generated security code email will be sent from Admin@secure-pportal.scanhealthplan.com.' At the bottom, there are three buttons: 'Previous', 'Next', and 'Cancel'.

scan
HEALTH PLAN®

Please complete the following:

[Change Password](#)
[Set up Two-factor Authentication](#)
[Change Secret Information](#)
[Agree to License Terms](#)
[Set up email verification](#)

Enable additional security for your account

To keep your account secure, please enable one of the following security steps. This method, also referred to as two-factor authentication, will make it harder for someone to access your account with just a stolen password. We offer a few different ways to set this up and you can change this later from within your account settings.

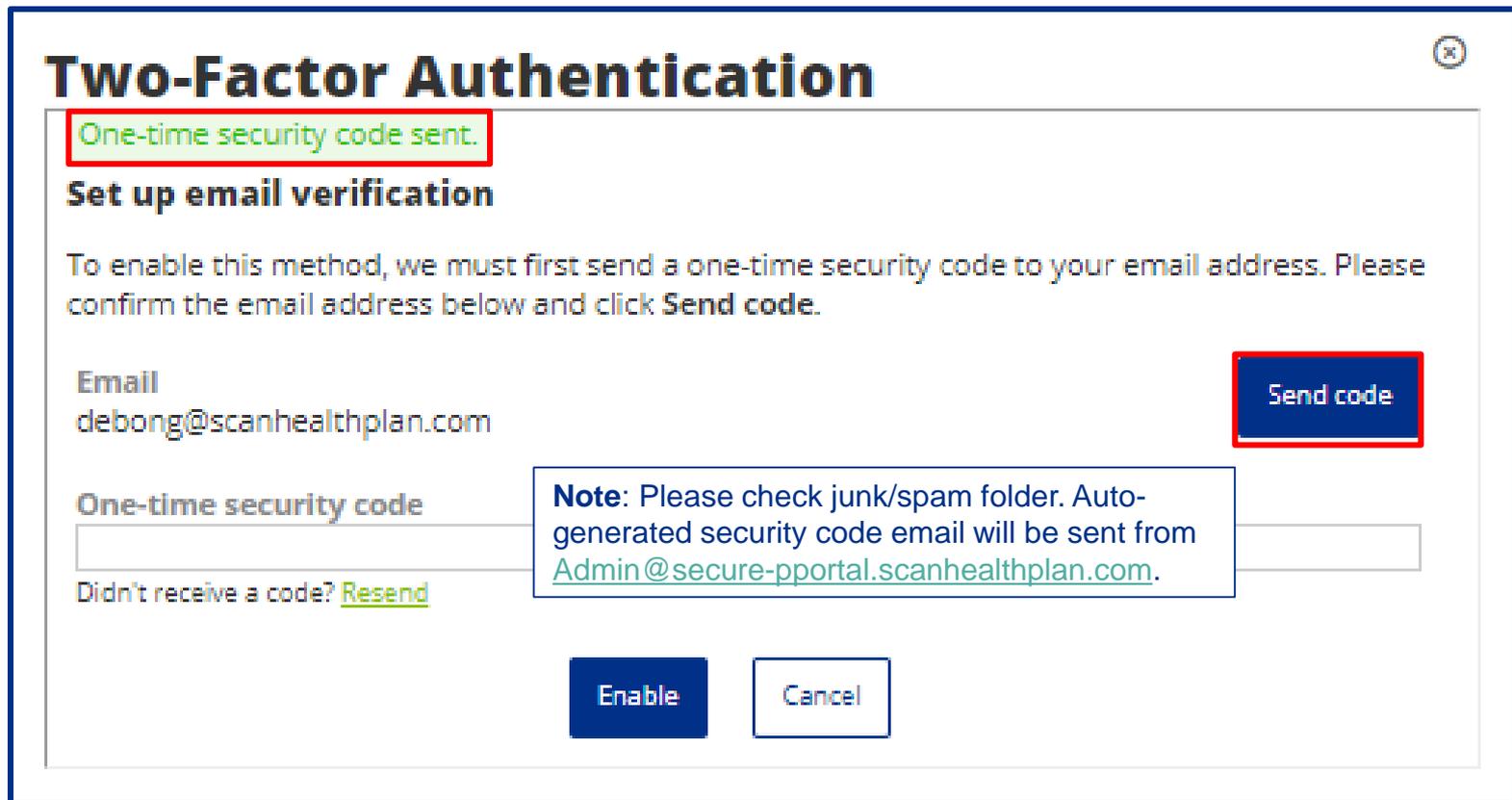
Note: Please check junk/spam folder. Auto-generated security code email will be sent from Admin@secure-pportal.scanhealthplan.com.

[Previous](#) [Next](#) [Cancel](#)

Initial Login

4. The Two Factor Authentication screen displays

- Click the 'Send Code' button
- The system will say One-time security code sent (code will be sent to email address)



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

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.

Enable **Cancel**

Initial Login

5. If you didn't get the code in your email, click the 'Resend' link
 - Enter the code from your 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

Enable Cancel

Initial Login

6. Enter the security code, then click 'Enable'.

Please complete the following:

[Set up Two-factor Authentication](#)

Enable additional security for your account

To keep your account secure, two-factor authentication, will make it harder for someone to access your account from within your organization. Two-factor authentication, will make it harder for someone to access your account from within your organization.

[Set up email verification](#)

A code will be sent to your email address. 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

One-time security code

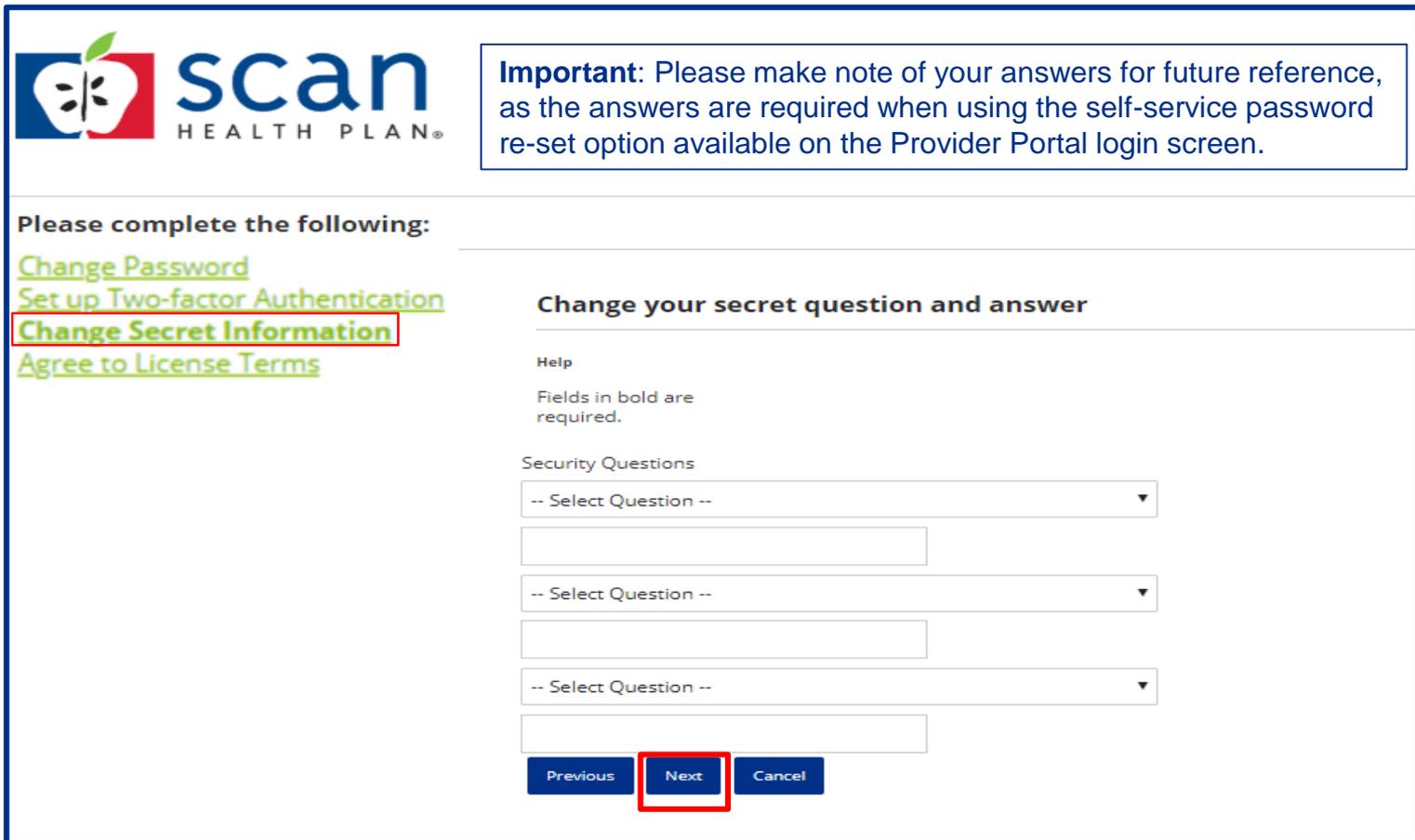
Didn't receive a code? [Resend](#)

scan HEALTH PLAN®

© 2020 SCAN Group. All rights reserved. [Privacy Policy](#) | [Terms of Use](#)

Initial Login

7. Update your Security Questions and Click 'Next'



 **scan**
HEALTH PLAN®

Important: Please make note of your answers for future reference, as the answers are required when using the self-service password re-set option available on the Provider Portal login screen.

Please complete the following:

- [Change Password](#)
- [Set up Two-factor Authentication](#)
- [Change Secret Information](#)**
- [Agree to License Terms](#)

Change your secret question and answer

Help
Fields in bold are required.

Security Questions

-- Select Question --

-- Select Question --

-- Select Question --

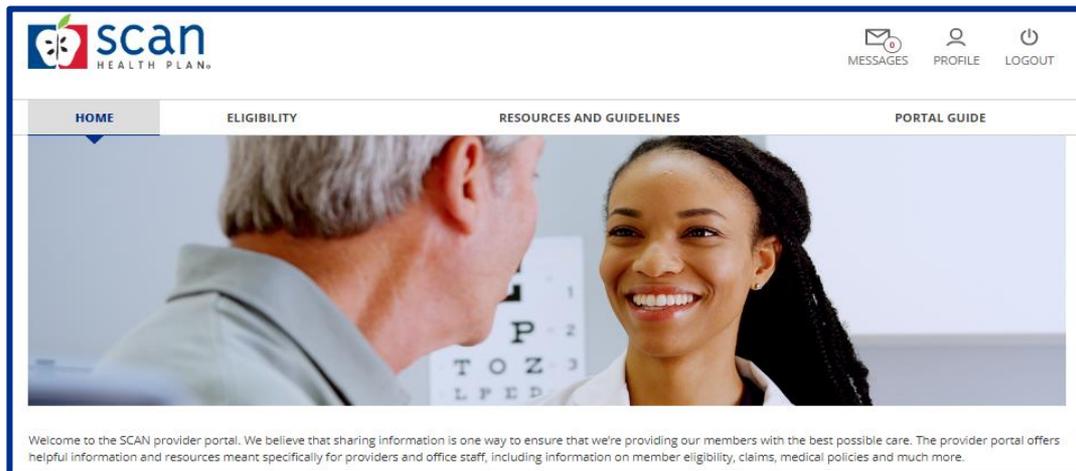
Previous **Next** **Cancel**

Initial Login

8. Accept the License Agreement and Click 'Finish'



- The SCAN Provider Portal Home Page displays indicating you have successfully logged into the portal



Provider Portal Technical Issue

- ▶ If you experience a technical issue with the new SCAN Provider Portal send an email to: 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

