

myMDwise Provider Portal – Frequently Asked Questions (FAQs)

1. Why is my MDwise Provider Portal link not working?

- MDwise made enhancements to the provider portal on **April 1, 2025**.
- Previous login credentials are no longer valid.
- Please use the updated portal link to register with a new account:

👉 <https://portal.mclaren.org/myMDwiseProviderPortal>

2. Why can't I log into the prior authorization portal?

- Did you previously have access to the prior authorization portal?
 - If **yes**, and you're fully registered with the enhanced provider portal:
 - Email authportalhelp@mdwise.org for support and login assistance.
 - The prior authorization portal is accessible via single sign on process via the myMDwise Provider Portal.
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3. What is my IHCP Provider ID number, and where can I find it?

- Your **IHCP Provider ID** is your group's Indiana Medicaid identification number.
 - It is linked to an enrolled service location and was formerly called a **Legacy Provider ID (LPI)**.
 - You can find your IHCP Provider ID through the:
 - [IHCP Provider Healthcare Portal](#)
 - For questions about Medicaid enrollment, contact your:
 - [IHCP Provider Relations Consultant](#)
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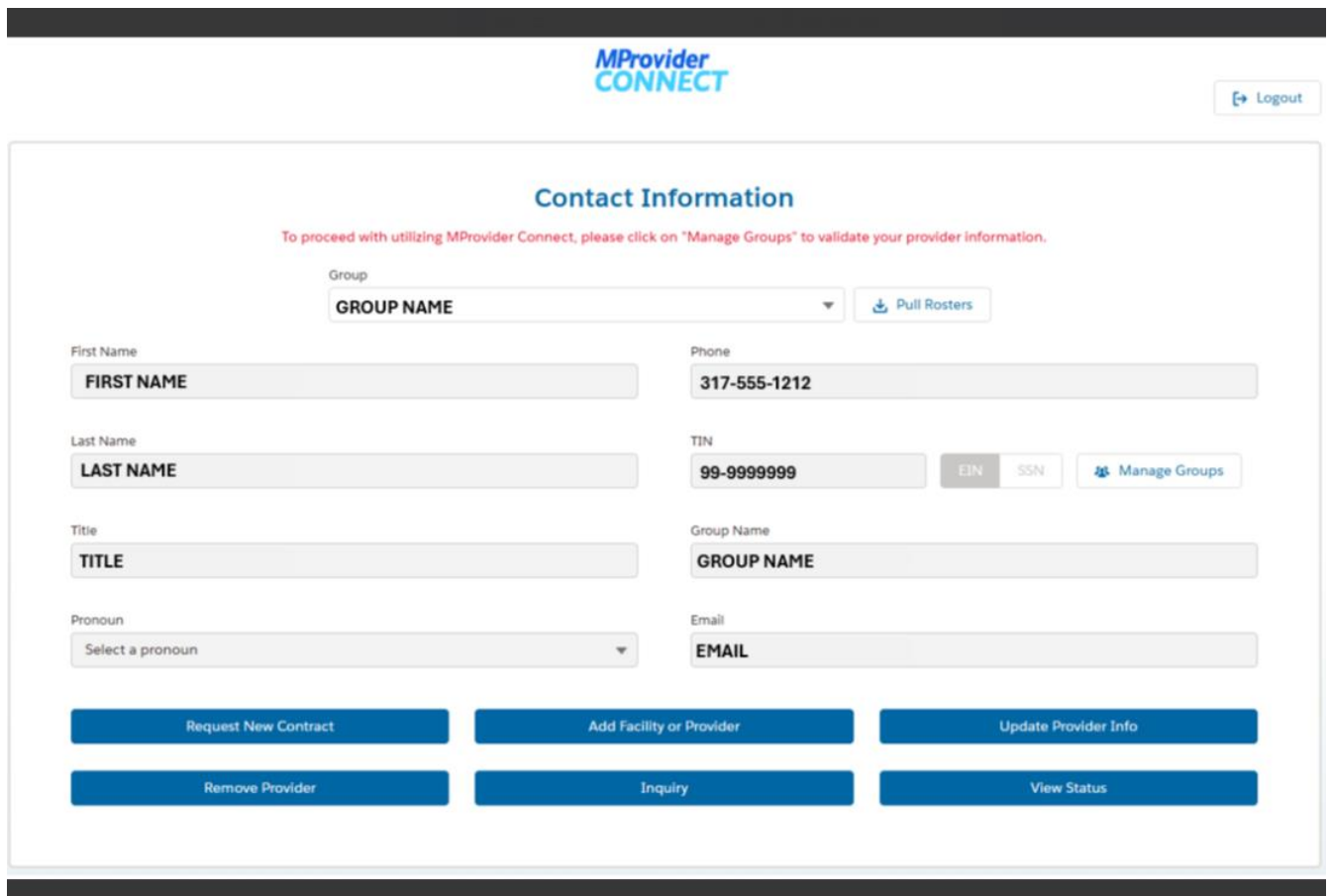
4. I reset my password, but I'm not receiving the reset email.

- Ensure you're using the correct username format:

- Your username is your email address **with “.mdwise” added at the end.**
- Example: **emailaddress@gmail.com.mdwise**

5. I’m fully registered—why am I still receiving red alert messages to register my account?

- If your account appears fully registered after logging in (as shown in the sample images), you may ignore the registration message.



The screenshot shows the MProvider Connect user interface. At the top, the MProvider CONNECT logo is on the left, and a Logout button is on the right. The main section is titled "Contact Information" and includes a red instruction: "To proceed with utilizing MProvider Connect, please click on 'Manage Groups' to validate your provider information." Below this, there is a "Group" dropdown menu set to "GROUP NAME" and a "Pull Rosters" button. The form contains several input fields: "First Name" (FIRST NAME), "Last Name" (LAST NAME), "Title" (TITLE), "Pronoun" (Select a pronoun), "Phone" (317-555-1212), "TIN" (99-9999999), "EIN", "SSN", "Group Name" (GROUP NAME), and "Email" (EMAIL). A "Manage Groups" button is located next to the TIN field. At the bottom, there are six blue buttons arranged in two rows: "Request New Contract", "Add Facility or Provider", "Update Provider Info", "Remove Provider", "Inquiry", and "View Status".

- This is a **general notification** and does not affect your access.

Manage your groups

To better serve you MDwise is requiring a IHCP Provider ID to be entered with the Tax ID on your account.

*TIN

*IHCP Provider ID

EIN

SSN

	<small>Group Name</small>		<small>TIN</small>	
1	Kc [REDACTED]		74 [REDACTED]	Delete

- Under the “Manage your groups” screen, if you see a list of group names and Tax IDs you are fully registered under those groups.

6. Why is a claim not showing up in the search results on the portal?

- This could be due to a number of reasons. It could be a timing issue and not enough time has passed for the claim to feed into the Portal data. It could also be due to the eligibility status of the member or age of the claim.
- If you are unable to view specific claims:
 - Please contact our **Provider Customer Service Unit (PCSU)** at **1-833-654-9192** for assistance.

7. Why does my claim adjustment request or dispute say it is closed immediately after I submit it?

- All claim adjustment requests and disputes will show with a closed status directly in the portal.
 - When you submit a request via the Provider Portal, that request gets routed directly to the MDwise team working the request type and the request is worked via the same process prior to the April 1 portal enhancements.
 - Claim adjustment requests flow to mdwiseclaims@mdwise.org
 - Claim dispute requests flow to cdticket@mdwise.org
 - Communication on those requests will come directly from the respected teams as it has in the past.
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8. How do I pull my roster?

- Provider Group rosters can be pulled via the MProvider Connect tool which is integrated into the Provider Portal.
- Once in the **MProvider Connect (MPC)** tool:
 - Select the **group** for which you want to pull the roster.
 - Click the **"Pull Roster"** button.
 - The roster will be automatically downloaded as an **Excel (.xlsx) file** to your device.