

CLIENT PORTAL GUIDE

Mitchell MCN

August 2019

REGISTER FOR THE PORTAL

Visit mcn.com to set up an account to use the portal.

- Under **For Clients**, select **New Client Registration Form**.
- Fill out the required fields and click **Submit**.
- You will receive an email with a link to the website, your login, and a password within two business days — usually within a few hours.
- Access the Client Portal by clicking the **Clients** button on the top banner of any page on mcn.com or reach the portal directly at: <https://service.mcn.com/Client>.

- Navigating to the portal will direct you to the login page.

TIP: Need manager login access? This feature allows designated managers to review cases for all related logins. Ask your Mitchell MCN representative for more information.

Note: We refer to a service request as a “referral.”

ORDERING SERVICES

Once you’ve logged in, click the **Order a New Service** button in the upper right-hand corner.

[+ Order a New Service](#)

- On the **Select Service** page choose the **Client Site** for the office ordering the service. Proceed to choosing the **Insurance Type** and **Jurisdiction**. Completing these fields will then allow you to select a **Service Product** and **Specialty**.

TIP: Click on **Not sure what Service Product to choose** to download a PDF about Mitchell MCN exams and reviews.

- Click **Next** to access the **Main Information** page and complete the applicable **Claimant Information** fields. Fields with an asterisk (*) must be completed to continue the referral process.
- Click **Next** to access the **Additional Information** page.
 - Click the **Add Cover Letter Questions** button to select existing questions.

[+ Add Cover Letter Questions](#)

- Add your own cover letter questions by clicking the **Add Question** button. You will have the opportunity to edit your selected cover letter questions after selecting **Save Changes**.

- Click **Done** when finished selecting cover letter questions. When the cover letter window closes, a light blue notification will display the number of questions added.

ORDERING SERVICES

TIP: Contact Mitchell MCN to further customize the questions that display automatically. Questions are specific to insurance lines and products.

- Upload files by clicking **browse** or by dragging your file directly into the grey space provided. Once uploading has been completed, the name of your document will appear on a green bar.

- Click the **Add Additional Services** button to request additional exams or reviews.
 - Click on the red circle to the right of the **Service Product** and **Specialty** drop-down menus if you decide not to add additional services.
- Make **Additional Requests** such as obtaining an **Interpreter, Diagnostic Testing, Transportation, or providing information on a related Plaintiff Attorney, Defense Attorney, Employer, or Treating Provider**.
 - Related fields will appear for data entry when you select any of these check boxes.
 - **Transportation** requests default to ground/taxi service. For air travel or other related needs, contact your Mitchell MCN representative.
- Click the **Back** button to make changes to your referral before submitting.
 - Changes to the **Select Service** page of the order form will require using the **Start Over** option to ensure we obtain the required information from you based on any new **Select Service** page selections.
- Done with your referral? Click the **Submit** button.
 - Do not navigate away from this page until the **Thank you for your order!** message appears and confirms our receipt of your order.

TIP: To return to your dashboard, click on the MCN logo (top of the screen, left end of purple bar).








MAIN DASHBOARD

All services ordered from Mitchell MCN — whether placed through the portal or not — are displayed on your login's unique home page/dashboard.

- Search for referrals by **Name** or **Claim #**.
- Sort services by clicking the **Claim**, **Name**, or **Referral Date** column header or icon. Reverse the sort order by clicking the column header or icon again.
- Use the **Show** tabs to display services based on the following:
 - **Action Needed** — Referrals in need of an action from you, the user. *See additional information about **Action Needed** items in the **Service Details** section of this guide.
 - **Open** — Referrals with an open service (no completed report/no invoice).
 - **Archived** — Referrals where billing is complete for all associated services.
 - **Report Available** — Referrals with a finalized report available.
 - **All** — All cases available.

TIP: Use the **Set as default view** to select a tab to display by default on the home page.

- Click **Add a Service** to add additional services to an existing case.
- If you have additional questions or records for a completed referral located on the **Archived**, **Report Available**, or **All** tabs please order an **Addendum** or **Clarification** by using the **Add a Service** button — located on the right side of the claim line.
- Click **Upload Files** to add documents to an existing service. Wait for the green bar to appear before clicking the **Close** button within the **Upload Files** window.
- Download and view **Reports** and **Invoices** here:

N/A		(FAKE) Dunder Mifflin	 Mar 26, 2019			
Service	Referral Date	Service Date	Records	Status 	Reports	Invoices
Utilization Review -	Mar 26, 2019		Requested	Prov. Recruiting		
						

SERVICE DETAILS

Click on a claim to expand and view all associated services.

- If a yellow exclamation point appears next to the **Referral Date**, this indicates further information is required for Mitchell MCN to move forward with this case. Click on the exclamation point to learn more. A status — such as **Scheduled** — will be displayed.

Show: <input type="checkbox"/> Set as default view						
Action Needed Open Archived Report Available All						
Claim	Name	Referral Date				
08152019	(FAKE) Test 123456	Aug 15, 2019	Add a Service Upload Files			
0815201901	CADENCE-2124 TEST	Aug 15, 2019	Add a Service Upload Files			
Service	Referral Date	Service Date	Records	Status	Reports	Invoices
IME Orthopedic Surgery	Aug 15, 2019	Aug 15, 2019	Attached	Referred		Service Details
IME Orthopedic Surgery	Aug 15, 2019	Aug 15, 2019	Requested	Sent Report	Action Needed	
Document Handling Fee	Aug 15, 2019	Aug 15, 2019		Accfg. Complete		Service Details
0814201904	PROVWEB-394 TEST	Aug 14, 2019	Add a Service Upload Files			

Click on the **Action Needed** or **Service Details** button to open the **Service Details** window to access detailed information about the service. If **Action Needed** is visible instead of **Service Details**, we need further information.

The **Service Details** window includes these features:

- **MCN Files** — Download and view files uploaded by MCN.
- **Your Uploads** — Upload files to a service or view files that you have already uploaded.
- **Messages** — Send us a message through the **Messages** tab.
- **Cover Letter** — Add/edit cover letter questions here.
 - Once a cover letter has been sent to the provider, the cover letter will be available here to download. No further changes to the cover letter questions will be possible. You will need to request an **Addendum** to add more questions.

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