Geisinger

Your MedInsight group reporting portal is here!

Geisinger Health Plan (GHP) is here to help you make more informed decisions about your group's health insurance. That's why we're bringing you enhanced reporting with MedInsight®, an easy-to-use portal that gives you instant access to your group's information, 24/7.

GHP is known for excellence and innovation in integrated care and coverage. Now, we're working with MedInsight, powered by Milliman, to lead the way in successful health plan reporting and management.

Why am I receiving this guide?
You're receiving this walk-through guide because you have successfully completed our MedInsight user request form and now have access to your group's reporting. This will help to walk you through how to access your group's reports as well as any troubleshooting issues you might have at the beginning. We're excited to welcome you to your group's new reporting hub!

What groups are eligible for enhanced reporting from MedInsight?
If you have a fully insured group with 100+ subscribers or a traditional self-funded group, you are eligible to receive group reporting from MedInsight. Currently, Geisinger Funding Alternative (GFA) level-funded groups are not eligible.

How do I get access to my group's reporting?
Since your MedInsight user registration is completed, you should have received an email prompting you to enroll and set up your multi-factor authentication (MFA) credentials, also called DUO. Once your accounts are enabled for multi-factor authentication, you must complete the self-registration process before you will be allowed access any portal environment.

About the self-registration process

The self-registration process is how the system knows where to send the second authentication request. Once your account has been enabled for DUO MFA, you will need to successfully log on to any portal environment you would normally have access to.

Simply follow the instructions on the screen to complete the registration process. Multi-factor authentication will remember your computer/browser for 14 days for connections to the portal environment as long as users select the option to do so.

It is important to set up your initial account within five days of receiving your registration email. Failure to do so will cause your account to be disabled. In this case, reach out to your client services representative to request your account to be re-enabled.

How do I log in to my group's portal and what can I view?

Click on the link below and enter your user name and password.

Fully insured 100+ groups can log in here:
https://clients.medinsight.milliman.com/sites/GEI_EXT_EGR/Home

View the following summary reports in your report library:

- Census (redacted zip code)
- Employer Group Report
- High Claimant Report
- Key Performance Indicators

Reports are generated based on Incurred dates therefore it is recommended that reporting is ran with a 2 month lag (auto populated for your convenience) in order to allow for completion of claims data. Reporting is updated around the 20th of the month.

Having trouble? Try this:

- **Disabled login**
  Lack of login activity will cause your account to be disabled. Logging into the MedInsight portal every few weeks will keep your account active. If you have not logged in for over 30 days and are having login issues, this is likely due to your account being auto-disabled due to lack of activity. Your client services representative can help renew your access.

- **Expired password**
  Look for email notifications regarding password expiration. Please change your password promptly when you receive these notifications. Again, failure to do this can cause your account to be auto-disabled and require you to request reauthorization. Your client services representative can get you reauthorized.

- **Exceeded login attempts**
  Sometimes your Internet browser will hold on to prior login attempts and may cause issues with logging in. When troubleshooting login issues, the following process often takes care of things, assuming your account has not been disabled for the reasons above.
    - Close out ALL browsers open on your computer. If you can, restarting your computer first can help.
        - With the browser window open, hit CTRL + F5 to clear the browser's cache,
        - Open a new browser window, PASTE the URL link for your group from the previous article into the web address bar (don't use a saved favorite at this point), and log in as normal.

I need more support. Who do I contact?

If you have questions or need further assistance, reach out to your client services representative. We're here to help!