



**MyPHP  
Employer  
Web Portal  
User Guide**



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## Welcome!

Welcome to MyPHP!

Welcome to the Employer Portal User Guide. This guide will teach you the fundamental skills necessary to manage your PHP Employer Portal.

This document contains step by step instructions that you can refer back to at any time and helpful tips to provide insight and guidance to best practices.

With this portal you can:

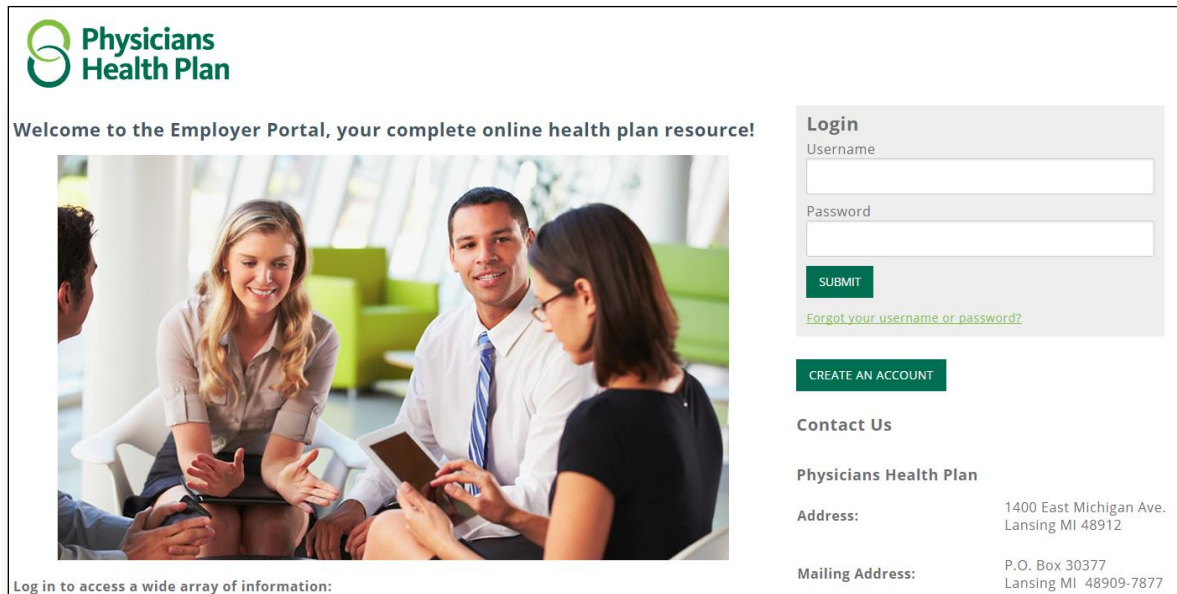
- View benefit information
- Enroll or terminate members
- Change a members' class code
- Change a members' address and/or Primary Care Physician
- Send correspondence to the Health Plan via email
- Print temporary/and or order ID cards
- And much more!

If you have any questions or concerns while you're using the MyPHP Employer Web Portal, please call PHP Sales at 517.364.8484.

## Employer Sign-Up

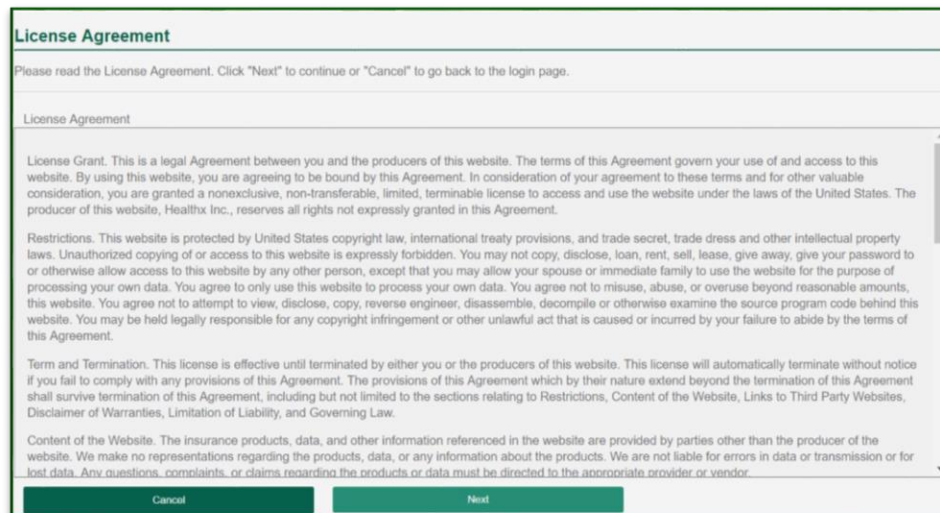
To access the portal, go to PHPMichigan.com.

- In the upper right-hand corner, click *Login*, then click *MyPHP Employer Portal*.
- At the Login screen for MyPHP, click *Create An Account* if you are logging in for the first time.



The screenshot shows the Physicians Health Plan Employer Portal login page. At the top left is the logo with the text "Physicians Health Plan". Below it is a welcome message: "Welcome to the Employer Portal, your complete online health plan resource!". To the left of the login form is a photograph of three people (two women and one man) in business attire looking at a tablet. To the right is the login form with fields for "Username" and "Password", a "SUBMIT" button, and a link for "Forgot your username or password?". Below the login form is a "CREATE AN ACCOUNT" button. At the bottom right, under "Contact Us", is the address: "1400 East Michigan Ave. Lansing MI 48912" and "P.O. Box 30377 Lansing MI 48909-7877". At the bottom left, there is a prompt: "Log in to access a wide array of information:".


The License Agreement page appears displaying the license and the terms of use for the portal.



The screenshot shows the "License Agreement" page. At the top, it says "Please read the License Agreement. Click 'Next' to continue or 'Cancel' to go back to the login page." Below this is a scrollable area containing the "License Agreement" text. The text includes sections for "License Grant", "Restrictions", "Term and Termination", and "Content of the Website". At the bottom of the scrollable area are two buttons: "Cancel" and "Next".

Click *Agree* to continue. If you select *Disagree*, you will be returned to the login screen and you cannot proceed to the portal.

The profile information form appears prompting you to enter your information. Your contact ID was provided to you in a separate email. You will need that ID and your group number to complete the form.



Please fill in the fields to create an account on the system. Enter your **Contact ID, First Name, Last Name and Group Number**.  
Click 'Add' at the bottom of the page when complete or 'Cancel' to go back to the Login screen.

Contact ID

First Name

Last Name

Group Number

Phone

[PREVIOUS](#) [ADD](#) [Cancel](#)

Once the required fields are complete, click *Add*.



Username

Email Address

Confirm Email Address

Password

Confirm Password

Security Question 1  
-- Select Question -- ☐

Security Question 2  
-- Select Question -- ☐

Security Question 3  
-- Select Question -- ☐

- Username must be at least 3 in length, beginning with a letter. Characters accepted are: alpha-numeric, - (dot), - (dash) and @  
- Enter a valid e-mail address  
- Password must be at least 8 characters in length; and can use alpha numeric and the following special characters: - \_ ! # \$ % & \* @ ~ ^ \ /  
- Select 3 security questions (for password reset or forgot password service)  
- Click on "Next" at the bottom of the page

**Don't have an email account?**

This site requires a valid email address. If you do not have an email address, you may create a FREE Email account with one of these popular providers:

- [Gmail](#)
- [Yahoo!](#)
- [Hotmail](#)

You will now need to choose your own Username and Password. Your Username can be anything you like. Your password must have at least one:

- uppercase letter
- number
- special character (!, @, #, \$, %, ^, &, or \*)
- and be at least eight characters long.

Warning – do not use your Contact ID or your Group Number as your user name.

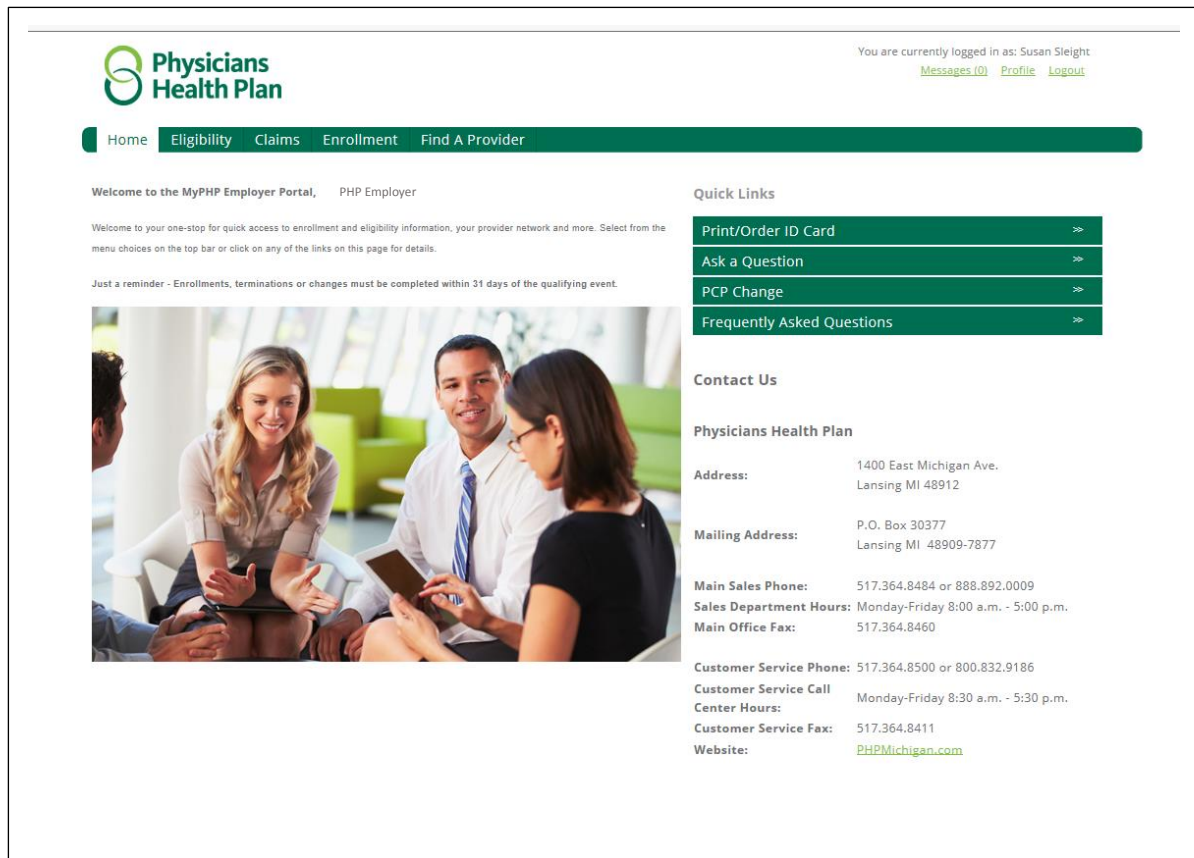
Review your information and make any changes by clicking the *Previous* button. If everything is correct, click *next*, then click *Finish* on the next page. You must click *Finish* to ensure your account is created. If you do not click *Finish*, your user account will not be created.

A confirmation email will be sent to you and the Employer Portal home screen will appear.

Note – if you have more than one PHP employer group number (ie – an HMO and a PPO group), you must register each group individually and they must have separate user names.

## Introduction to the Employer Portal

The Employer portal is the gateway for you to access information about your group members' eligibility and information. A quick tour around the portal displays several navigation options.



The screenshot displays the Physicians Health Plan Employer Portal. At the top right, it indicates the user is logged in as Susan Sleight, with links for Messages (0), Profile, and Logout. A green navigation bar contains links for Home, Eligibility, Claims, Enrollment, and Find A Provider. The main content area includes a welcome message, a reminder about enrollment deadlines, a photograph of three people in a meeting, and a 'Quick Links' section with buttons for Print/Order ID Card, Ask a Question, PCP Change, and Frequently Asked Questions. A 'Contact Us' section provides the address, mailing address, and various phone and fax numbers for the plan.

**Physicians Health Plan**

You are currently logged in as: Susan Sleight  
[Messages \(0\)](#) [Profile](#) [Logout](#)

[Home](#) [Eligibility](#) [Claims](#) [Enrollment](#) [Find A Provider](#)

Welcome to the MyPHP Employer Portal, PHP Employer

Welcome to your one-stop for quick access to enrollment and eligibility information, your provider network and more. Select from the menu choices on the top bar or click on any of the links on this page for details.

Just a reminder - Enrollments, terminations or changes must be completed within 31 days of the qualifying event.

**Quick Links**

- [Print/Order ID Card](#) >>
- [Ask a Question](#) >>
- [PCP Change](#) >>
- [Frequently Asked Questions](#) >>

**Contact Us**

**Physicians Health Plan**

**Address:** 1400 East Michigan Ave.  
Lansing MI 48912

**Mailing Address:** P.O. Box 30377  
Lansing MI 48909-7877

**Main Sales Phone:** 517.364.8484 or 888.892.0009

**Sales Department Hours:** Monday-Friday 8:00 a.m. - 5:00 p.m.

**Main Office Fax:** 517.364.8460

**Customer Service Phone:** 517.364.8500 or 800.832.9186

**Customer Service Call Center Hours:** Monday-Friday 8:30 a.m. - 5:30 p.m.

**Customer Service Fax:** 517.364.8411

**Website:** [PHPMichigan.com](#)

## Primary Navigation

The menu along the top of the screen (right under the Physicians Health Plan logo) provides easy access to specific information.

### Home

The Home page link directs you back to the Employer Home page.

## Eligibility


To do a basic search for a member's eligibility, click *Eligibility* from the menu. A search screen appears allowing you to search by member name, or member ID.

TIP: It is recommended that when entering the name, you include both the first and last name to narrow your search. If you do not put a user's full name in the field, a list of all eligibility records for members with the same name within your group will appear.

The easiest way to find eligibility information is to use the *View all Eligible Members* link (next to the Search button) which brings up a roster of the members associated with your group. You can also download or print a copy of your member roster for your records.

The screenshot shows the 'Physicians Health Plan' website. At the top right, it says 'You are currently logged in as: PHP Mid Michigan Employer' with links for 'Messages (0)', 'Profile', and 'Logout'. A green navigation bar contains 'Home', 'Eligibility' (selected), 'Enrollment', and 'Find A Provider'. Below the bar, a message states: 'If you've reached this screen because you wish to submit an online service request on behalf of a member, please choose the appropriate member first. To search for a Member :'. This is followed by two bullet points: 'Using the Basic Search, select the option to search by Member ID and enter the Member ID, then click on the "Search" button. If you are searching for multiple Member IDs, separate each one with a comma; OR' and 'Choose the appropriate Member's name from the table below'. Below this, instructions are given for listing all members and dependents, and for using the Advanced Search. The Advanced Search instructions include: 'Group' to list all members and dependents (requires at least one group number), 'Last Name' and 'Group' to search for a specific member (can also include 'First Name' and/or 'Date of Birth'), and clicking the 'Search' button. A note states: 'Any Member(s) found will be listed below. To review the current eligibility status for a specific Member, click on the Member's Name.' The main content area is titled 'Eligibility' and contains two sections: 'Basic Search' and 'Advanced Search'. The 'Basic Search' section has a 'Search By' dropdown menu with 'Member ID' selected, and a text input field with the placeholder 'Separate values by commas'. The 'Advanced Search' section has a 'Search' button and a link to 'View all Eligible Members'.

Once you have located the member you wish to view, click the link next to the member's name to view details about their eligibility and coverage.



You are currently logged in as: PHP Mid Michigan Employer  
[Messages \(0\)](#) [Profile](#) [Logout](#)

[Home](#)
[Eligibility](#)
[Enrollment](#)
[Find A Provider](#)

Question about Eligibility/Enrollment Services:

I HAVE A QUESTION ABOUT THIS MEMBER'S COVERAGE

UPDATE MEMBER ADDRESS

I WANT TO UPDATE OTHER MEMBER INFORMATION

PCP CHANGE REQUEST

I WANT TO ADD A DEPENDENT TO AN EXISTING SUBSCRIBER


I WANT TO REINSTATE A SUBSCRIBER/FAMILY

I WANT TO REINSTATE A DEPENDENT

I WANT TO TERMINATE A SUBSCRIBER/FAMILY

I WANT TO TERMINATE ADEPENDENT

I WANT TO UPDATE COVERAGE

 Sam Jones
 

Collapse all
 [Print](#)

Group Details

Patient

Member:	Sam Jones	Member ID:	90194407101
Address:	4401 Southern CircleKirkland, TX 17960	PCP:	Dr. Alexandra Jones
Group Number:	300	Group Name:	Demo Group
Status:	Active	Relationship:	Self
Network:		Date of Birth:	1/05/1962
Subgroup ID:		Subgroup Name:	
Class ID:	088	Class Description:	Corporate
Medical Product:	300	Pharmacy Product:	

Coverages

Type	Effective Date	Term Date
MEDICAL	1/01/2009	12/31/9999

If you have any questions about the member’s eligibility or you want to perform an enrollment-related function on behalf of a member, you can click one of the **Question about Eligibility/Enrollment Services** buttons.

I HAVE A QUESTION ABOUT THIS MEMBER'S COVERAGE

UPDATE MEMBER ADDRESS

I WANT TO UPDATE OTHER MEMBER INFORMATION

PCP CHANGE REQUEST

I WANT TO ADD A DEPENDENT TO AN EXISTING SUBSCRIBER

I WANT TO REINSTATE A SUBSCRIBER/FAMILY

I WANT TO REINSTATE A DEPENDENT

I WANT TO TERMINATE A SUBSCRIBER/FAMILY

I WANT TO TERMINATE ADEPENDENT

I WANT TO UPDATE COVERAGE

Any of these functions will be directed to PHP as a request via email.

## Enrollment

The Enrollment menu is another point where you may access various online services to submit on behalf of a member or dependent.



Selecting any of the above links will direct you to separate screens where you can complete the enrollment transaction.

Note – *Update Coverage* will allow you to change a member's class code.

## Find A Provider

### Provider or Facility Search

For a provider or facilities search, you will need to enter a Network and Zip code. You can also select Provider Type and Specialty as search criteria.

### Provider Search

Network

Please Select

Provider Type

Any Type

Specialty

Any Specialty

☐ Use current location

Zip Code

More Search Options

FIND A PROVIDER

START OVER

When searching for a provider, please select the network designated for the member, which can be found under the Coverage & Benefits section. For additional networks, please see the information below.

If the member belongs to the Sparrow Physicians Health Network, please click [here](#).

If the member belongs to the Sparrow Care Network, please click [here](#) to find a provider.

If you see the Cofinity logo on the front of the member's ID card, click [here](#) to access information about those providers.

If the member is outside of Michigan (PHP's out of area network partner), please call Zelis at 866.807.6193 to find a network provider in your area.

**Important Notice:**  
This provider directory information is refreshed each business day but some provider information can change without notice. Please confirm your provider's status and information before receiving services.

### The Results page

Physicians Health Plan

Home Coverage & Benefits Claims Prescription Drug Claims Authorizations Find A Provider Contact Us

Map Search

Showing providers within 10 miles of Lansing, MI 48912, that are in the HMO/POS plan, that have provider type Any Type, and that specialize in Cardiology.

Sort Results Distance Ascending

Download Results Email Results Return to Search

**Hareesh V Jani**  
1433 E Michigan Ave Ste AB  
Lansing, MI 48912-2111  
Office Hours: Monday 10:00AM-3:00PM, Wednesday 10:00AM-3:00PM  
Handicap Accessible: Yes  
Distance: < 1 mi.  
Specialties: Cardiology  
Provider Gender: Male  
Board Certifications: Am Bd Int Med (Sub: Card Disease), Am Bd Internal Medicine  
Accepting New Patients: Accepting New Patients  
View Details Compare Provider

**Daryl R Melvin**  
1200 E Michigan Ave  
Ste 525  
Lansing, MI 48912-1893  
517.483.7550  
Office Hours: Monday 8:00AM-5:00PM, Tuesday 8:00AM-5:00PM, Wednesday 8:00AM-5:00PM, Thursday 8:00AM-5:00PM, Friday 8:00AM-5:00PM  
Handicap Accessible: Yes  
Distance: < 1 mi.  
Specialties: Cardiology  
Provider Gender: Male  
Board Certifications: Am Bd Int Med (Sub: Card Disease), Am Bd Internal Medicine  
Accepting New Patients: Accepting New Patients  
View Details Compare Provider

**Christopher M D'Haem**  
1200 E Michigan Ave  
Ste 525  
Lansing, MI 48912-1893  
517.483.7550  
Office Hours: Monday 8:00AM-5:00PM, Tuesday 8:00AM-5:00PM, Wednesday 8:00AM-5:00PM, Thursday 8:00AM-5:00PM, Friday 8:00AM-5:00PM  
Handicap Accessible: Yes  
Distance: < 1 mi.  
Specialties: Cardiology  
Provider Gender: Male  
Board Certifications: Am Os Bd Int Med (Sub: Interventional Cardiology), Am Os Bd Internal Medicine (Cardiology)  
Accepting New Patients: Accepting New Patients  
View Details Compare Provider

Search

☐ Only show providers who are accepting new members

Network: HMO/POS

Provider Type: Any Type

Specialty: Cardiology

Provider First Name:

Provider Last Name:

Facility Name:

City:

State: Please Select

County: Any County

Medical Group:

Hospital Affiliation: Any Hospital

Provider Gender: Any Gender

Click on the name of any provider or facility to view the details of your search.

The screenshot displays the Physicians Health Plan website interface. At the top, the logo is on the left, and user navigation links (MESSAGES 0, PROFILE, LOGOUT) and a user profile (Gary Adamo, Primary Insured) are on the right. A dark green navigation bar contains links: Home, Coverage & Benefits, Claims, Prescription Drug Claims, Authorizations, Find A Provider, and Contact Us. The main content area features a white box with a green header containing four tabs: Provider name, Provider Gender, Accepting New Patients, and PCP. Below these tabs, the details for Harsh V. Jani are shown, including his gender (Male) and status (Accepting New Patients). A 'Facilities' section follows, listing Harsh V. Jani's address (1433 E Michigan Ave Ste AB, Lansing, MI 48912-2111), office hours (Monday 10:00AM-3:00PM, Wednesday 10:00AM-3:00PM), and a link to 'Show Map'. Below this, a table lists 'Board Certifications' (Am Bd Int Med (Sub: Card Disease), Am Bd Internal Medicine), 'Languages Spoken' (English, Gujarati, Hindi), 'Specialties' (Cardiology), and 'Areas of Interest'. A 'Hospital Affiliations' section lists E.W. Sparrow Hospital. Finally, a 'Medical Groups' section lists the Cardiology Group of Lansing PC. At the bottom of the white box, there are buttons for 'Back to Results', 'Print', and 'Email Results'. The footer of the website includes links for Home, Privacy, HIPAA, and Terms, along with a copyright notice for 2017 Physicians Health Plan.

Provider name	Provider Gender	Accepting New Patients	PCP
Harsh V. Jani	Male	Accepting New Patients	No

**Facilities**

Harsh V. Jani  
1433 E Michigan Ave Ste AB  
Lansing, MI 48912-2111

[Show Map](#)  
**Office Hours**  
Monday 10:00AM-3:00PM  
Wednesday 10:00AM-3:00PM  
**Handicap Accessible** Yes  
**Accepting New Patients:** Accepting New Patients

Board Certifications	Languages Spoken	Specialties	Areas of Interest:
Am Bd Int Med (Sub: Card Disease) Am Bd Internal Medicine <a href="#">Verify Certifications</a>	English Gujarati Hindi	Cardiology	

**Hospital Affiliations**

E.W. Sparrow Hospital  
1215 E Michigan Ave  
Lansing, MI 48912-1811  
517.304.1000

**Medical Groups**

Cardiology Group of Lansing PC  
1433 E Michigan Ave  
Lansing, MI 48912-2111  
517.482.2020

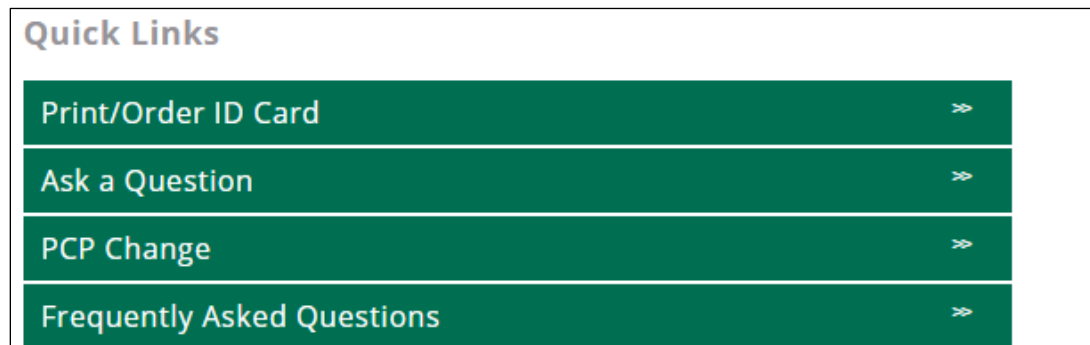
[Back to Results](#) [Print](#) [Email Results](#)

[Home](#) [Privacy](#) [HIPAA](#) [Terms](#)  
© 2017 Physicians Health Plan

You can also download or print the results of your search.

## Quick Links

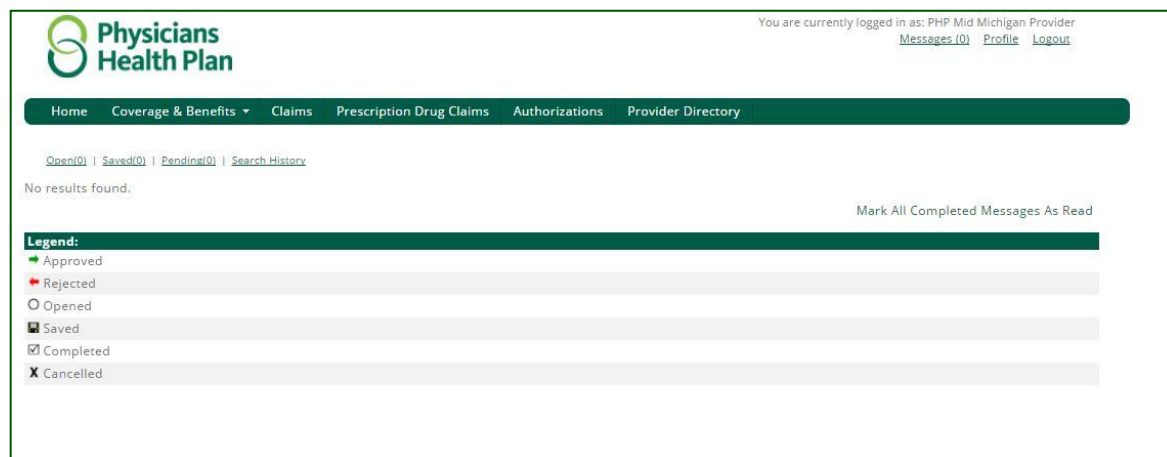
The Quick Links list on the right-hand side of the Home Page provides links to frequently used forms, services or other additional information. Clicking on any of the links will take you directly to that page or transaction.



## Messages

The *Messages* link in the upper right-hand corner of the Home Page alerts you that you have a response from PHP. A number will appear in parentheses after the word *Messages* to indicate the number of responses that are in your *Messages* Inbox.

You can also click on the *Messages* link to find out the status of any of your transactions. Click on the status to view the details of your request.



## Profile

You can click the *Profile* link to update your account and security information at any time.

### Account/Security Information

The Account Information tab allows you to update your name, phone, email address and Username.

The Security Information tab allows you to change your password, and update security questions.

## Logout

Clicking *Logout* will close your session and take you back to the Login screen.

1400 E Michigan Avenue  
Lansing MI 48912

PHP Sales Department –  
517.364.8484