



## Brokers, your MedInsight client reporting portal is here!

Your clients can make more informed decisions about their group's health insurance with Geisinger Health Plan (GHP). Enhanced reporting with MedInsight®, an easy-to-use portal, gives you instant access to your clients' information, 24/7.

Members trust us 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've successfully completed our [MedInsight user request form](#) and now have access to your clients' reporting. This guide will walk you through accessing your client's reports as well as troubleshooting any issues you might have at the beginning. Welcome to your clients' new reporting hub!

### What clients are eligible for enhanced reporting from MedInsight?

If you have a fully-insured client with 100+ subscribers, an Administrative Services Only (ASO) client or Geisinger Funding Alternative (GFA) groups, you're eligible to receive reporting from MedInsight.

### How do I get access to my clients' reporting?

**Fully-insured and ASO:** 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 MFA, you must complete the self-registration process before you will be given access to any portal environment.

**GFA:** Upon completion of the user access form, you'll receive an email from Milliman prompting you to provide your IP address. This is required for dual-factor security purposes. The DUO app is not available for this portal.

### 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'll need to successfully log into any portal environment you would normally have access to.

Follow the instructions on the screen to complete the registration process. MFA will remember your computer/browser for 14 days for connections to the portal environment as long as you select the option to do so.

Be sure to set up your initial account within five days of receiving your registration email. Otherwise, your account will be disabled. If that happens, reach out to your GHP account executive and request that your account be re-enabled.

## How do I log into my clients' portal and what can I view?

Click on the appropriate link below and enter your username and password.

### Fully-insured 100+ groups can log in here:

[clients.medinsight.milliman.com/sites/gei\\_ext\\_egr/home](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 (KPIs)

Reports are generated based on incurred dates, so it's recommended you run reporting with the built-in two-month lag to allow for completion of claims data. Reporting is updated around the 20th of the month.

### ASO groups (excludes GFA) can log in here:

[clients.medinsight.milliman.com/sites/gei\\_egr/home](https://clients.medinsight.milliman.com/sites/gei_egr/home)

View the following reports in your report library:

- Benefits reports
- Clinical reports
- Financial management reports
- Network reports
- Pharmacy analysis reports
- Summary reports

Reporting is available for incurred and paid dates. We recommend you run incurred reporting with the built-in two-month lag to allow for completion of claims data. Reporting is updated around the 20th of the month.

**GFA groups with less than 100 subscribers** have access to their monthly aggregate report and KPI report through a MedInsight web portal known as an FTP (file transfer protocol):

[txfr.medinsight.milliman.com/web/account/login.htm](https://txfr.medinsight.milliman.com/web/account/login.htm)

**GFA groups with 100+ subscribers** have access to the same MedInsight limited site as large group fully-insured 100+ groups:

[clients.medinsight.milliman.com/sites/gei\\_ext\\_egr/home](https://clients.medinsight.milliman.com/sites/gei_ext_egr/home)

## Having trouble? Try this:

- **Disabled login**  
Lack of login activity will cause your account to be disabled. Log into the MedInsight portal every few weeks to keep your account active. If you haven't logged in for more than 30 days and are having login issues, contact your account executive to renew your access.
- **Expired password**  
You'll receive an email notifying you when your password is about to expire. When you do, be sure to change your password promptly. If you don't, your account will automatically be disabled. Contact your account executive to be reauthorized.
- **Exceeded login attempts**  
Sometimes your internet browser will hold onto previous login attempts, which may cause problems. When troubleshooting login issues, try the following process (if your account hasn't been disabled for one of the above reasons):
  - Close out **all** browsers open on your computer. Restarting your computer first may help.
  - Open a browser window and hit CTRL + F5 to clear the cache.
  - Open a new browser window, **paste** the URL link for your group from above into the web address bar (don't use a saved favorite) and log in as normal.

## I need more support. Who do I contact?

Reach out to your account executive. We're here to help!