

SCAN Agent Portal Single Sign On FAQs

What browsers does SCAN Agent Portal support?

SCAN Agent Portal supports a variety of browsers, but it is recommended to use Google Chrome for optimal performance.

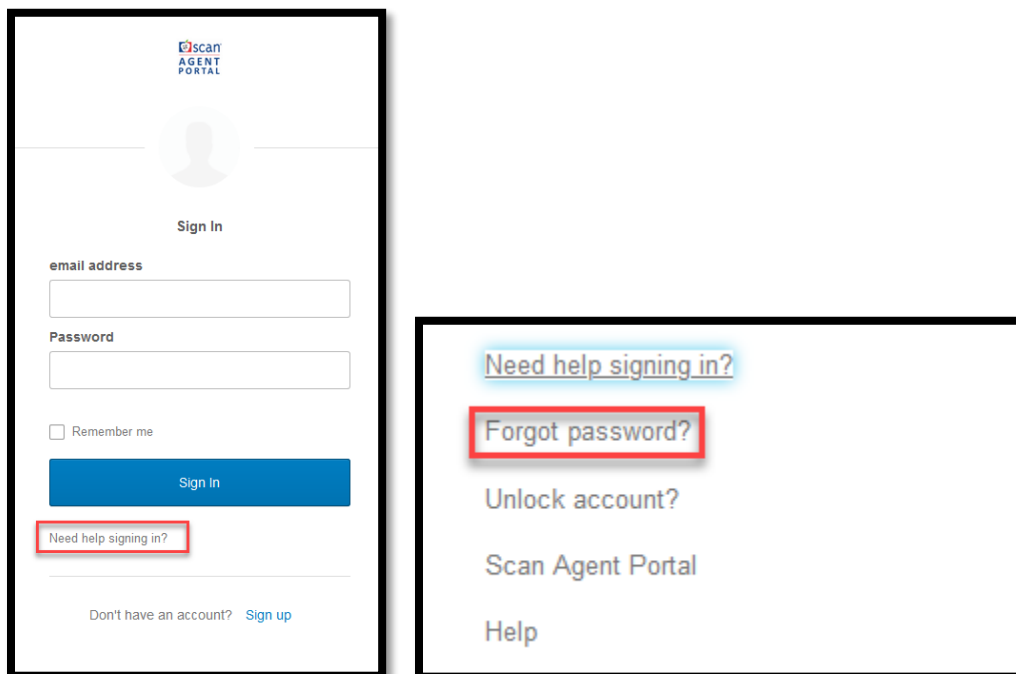
Who do I contact for issues?

If you experience difficulties with the SCAN Agent Portal, please call 562-989-5157 or email SCANbrokercontracting@SCANhealthplan.com.

What happens if I forgot my username or password?

In the SCAN Agent Portal, emails will be your username. If you need help in understanding which email is linked to your Broker account, please reach out to SCAN Broker Contracting for assistance.

In cases where the password is forgotten, please click the link “Need help signing in?” to reveal the “Forgot Password?” link. SCAN Agent Portal will guide you through the process to reset your password. If you encounter any issues, please reach out to SCAN Broker Contracting.

Two screenshots of the SCAN Agent Portal interface. The left screenshot shows the sign-in page with fields for email address and password, a 'Remember me' checkbox, a 'Sign In' button, and a 'Need help signing in?' link highlighted with a red box. The right screenshot shows the dropdown menu for 'Need help signing in?' with options: 'Need help signing in?' (highlighted with a blue box), 'Forgot password?' (highlighted with a red box), 'Unlock account?', 'Scan Agent Portal', and 'Help'.

Self-Registration Issues

No NPN was found for the given name and Tax ID

Please verify the information in the fields. If error is still continuing, please reach out to SCAN Broker Contracting for assistance.

Username already exists

If the username already exists, please try to login or reset your password using the instructions above. If you believe there might be an error, please contact SCAN Broker Contracting for assistance.

Agency not listed

Please select other and contact SCAN Broker Contracting to add your agency.

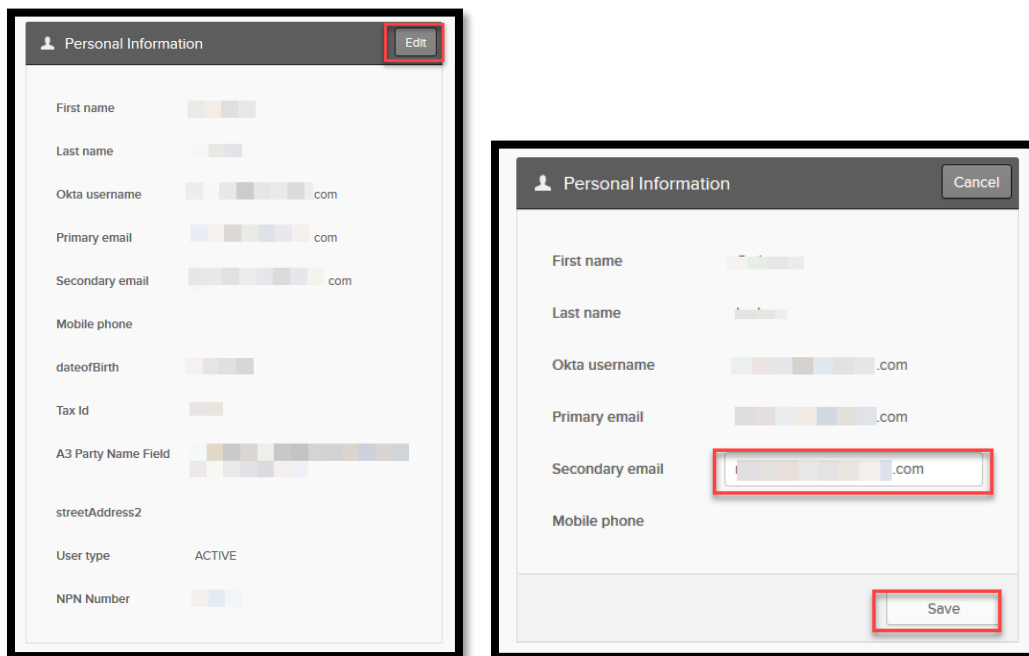
Do I need to set a security question?

Yes, it is recommended to set a security question as an extra security layer to ensure the real owner of the account is signing into the SCAN Broker Portal.

How to update information on SSO portal?

Update secondary email

Upon logging into SCAN Agent Portal, click your name on top and click "Settings". On the Account page, click the "Edit" button for the Personal Information section. Once a secondary email is added, click "Save" in order for the portal to save the value.



Update personal information

In the event where personal information needs to be edited, please reach out to SCAN Broker Contracting to be helped.