

Frequently Asked Questions

What is the Web Address/URL for the Client Portal?

my.mwadmin.com (There is no www prior to the address)

I forgot my username/password. How do I gain access to the portal?

Go to my.mwadmin.com. Click on the "Forgot Password" link **below** the "Login" button. Type in your username or the email address associated with the account. Click "Send Reset Password link". Your temporary password will be sent to the associated email. Check the email and you will have step-by-step directions for creating your new password.

How do I change my email address or password?

To change your password, scroll down to the **footer** of the Client Portal and click "Change Password." To change your email, please go to <https://access.mwadmin.com/ChangeEmail>, put in the desired email, and click "Update Email Address"

Will I ever have to change my password?

No. Once your password is created, you can use it indefinitely. **However**, if you forget your password, your only option is to reset it.

Please Note: Morgan White Group (MWG) does not store passwords.

When I make changes in the portal, how long until the changes show up in MWG's system?

Any changes are reflected *instantly*.

When I make changes in the portal, how long until the changes show up in the carriers' systems? (Delta Dental, Renaissance, Madison Dental, Standard Life Dental, VSP or Davis Vision carriers)

At the end of each week, a file with the updated information will be sent to the carriers. Member eligibility will be reflected in the following week. **Please Note:** We recommend any additions, changes, or terminations for carriers be completed before 10a.m. each Thursday. Holidays may cause delays.

Can I change my draft date?

Yes. If your policy is current and active, you have the option of choosing your draft date. (from the 1st to the 20th of the month). Find the product that you wish to make the change to and click "Change Draft Day". A draft change may take 1-3 business days to process. Once your new date is selected, your account status will become "pending" and further changes to the draft date will be unavailable until the requested change is processed. **Please Note:** MWG does not draft on weekends or holidays.

I have a new credit card and need to update my payment information. Can I do this in the portal and if so, where?

Yes. Go to the product that you wish to change. Under each product is the "Update Payment" button. Click this and you will be led through the updating process. **Please Note:** You will need to do this on each product if your products are stand-alone plans.

I want to add a bank account or new credit card payment method. Where and how do I do this?

Go to the product that you wish to change. If the product is not terminated, you will see an "Update Payment" button. Click the button and fill in the correct information. Then click "Use this Credit Card" for credit cards or "Use this Bank Account" for a bank account to save the information. If you add a new method, you must save the information. The old payment method will be hidden and the new information will populate the fields. If you have a package plan, the system will treat it as a combo and update the parent products. The charge will be kept as one package charge. **Please Note:** If you have multiple stand-alone plans, you must update each one. The system will not auto-change for more than one product at a time.

Is it possible to switch payment methods? (Credit Card to Bank Account or Vice-Versa)

Yes. Under the product that you wish to change, click the "Update Payment" button. Choose the method that you wish to use, fill in the required data and click the green button to save the information. The new payment will populate the field above as the current method of payment. Your new payment method will not be charged until your scheduled draft date, therefore, the change can be submitted at any time.

What credit cards are accepted?

We accept VISA, MasterCard, American Express and Discover. You also have the option to pay by draft through a bank account.

If my credit card expires and I forget to update the payment method in time, will I be notified?

No. You will not be notified through the portal. However, MWG mails letters two months prior to the date a credit card on file shows it will expire. MWG will also mail a final notice when a policy is terminated.

Can I add a dependent to my current policy?

Yes. Log into your Client Portal and go to the "[Dependents](#)" area. Click the "[Add a Dependent](#)" button and fill in the information. Once you have filled in the information, click "Submit" to save your new dependent. The products available for enrollment will be displayed underneath the dependent's information while in the "[Add a Dependent](#)" module. Check the box next to the desired plan and click "[Submit](#)".

If I move, can I update my mailing address in the Client Portal?

Yes. Log in, click on the "[Participants](#)" area. Click on "Edit Participant" and edit the correct information. If you are changing states/zip codes, **Please Note:** a support ticket will be issued to our Customer Service team to contact you if your current plan is not available in your new zip code/state. The representative will work with you to obtain another policy similar to what you have or help you terminate the plan you have due to it being unavailable. The issue will be investigated by one of our team members on your behalf.

I lost a letter I got in the mail concerning my policy. Can I obtain a copy?

Yes. All correspondence concerning your specific policy from MWG can be located in the "[System Documents](#)" area for you to view at any time in a PDF format. You may also print the copy. The date and nature of the correspondence is also displayed for your reference. **Please Note:** the method we use to display documents is PDF, so you must have Adobe Acrobat PDF Reader on your computer in order to view the document. If needed, you can download Adobe Acrobat for free.

Can I get a copy of my Eligibility of Coverage (EOC) letter in the portal?

Not immediately. This will only be generated when a request is made to our Customer Service Department at **(888)-859-3795**. Once requested, within 24-48 hours, the document will appear within your client portal under the area labeled "[System Documents](#)". You can then view, print, or save the letter to your desktop as a PDF.

I need a Year End Tax Letter. Can I get this in the portal?

Yes. Once you are inside the portal, the "[System Documents](#)" area will contain your Year End Tax Letter for filing purposes. The letter will be available when our TPA managers have approved them for posting and before any required mandated date.

Can I find my claims or EOB's in this client portal?

No. This portal does not contain any claims or Explanations of Benefits information at this time.

Can I print ID cards in the portal?

Yes. ID cards are posted under each product. Click "Product Documents" and choose **ID Card**. If for some reason, your ID cards are not present, call Customer Service at **(888)-859-3795** and they can "place" it in your portal for you. All cards are instantly emailed at the time of enrollment by way of a link found within the confirmation email. Customer Service can also mail your ID cards to you as a secondary method. You must call them and make the request. **Please Note:** Some carriers mail your cards direct, so they would not be available in the portal.

What will appear on my statement each month?

8888593795 Insurance is what will appear on your monthly statement as the charge for premium from our company.

I would like to see past premium payments. Is "Payment History" available in the portal?

Yes. Log into the portal, find the correct product and click "Billing History". You can view a history of payments to date.

How do I terminate a product policy?

Log in to your portal, find the correct product, and then click the button with the trashcan icon. If you choose to terminate the product, the portal will display the next available date you can terminate the policy. This is based on the last paid-through date of which your premium satisfies the account. Once you choose to continue, a final confirmation of the termination will be displayed for you to accept. **Please Note:** When you terminate your policy, any and all dependents under the policy terminate as well. Also, if you terminate dental within a combo package which contains vision, it will cancel both policies.

If the status next to my product shows "terminated" , can I still update my payment?

Yes. If you have a "[terminated](#)" status on the portal, you have 30 days to reinstate the plan. You will click "[Reactivate Product](#)" (found under the plan information) to update the billing on the account to reactivate the policy. **Please Note:** By updating the payment, MWG will deduct premiums to bring account current. If the terminated plan is passed 30 days, you must call MWG Customer Service at **(888)-859-3795**. Our team can discuss if there is a possibility of updating your account and bringing your policy current.

What should I do if I terminated my product accidentally and want to add it back again?

You will need to go to the "[Products](#)" area and click "[Update Payment](#)". Then, you need to select/add a payment method that you wish to use. This should reactivate the product. You can also call MWG Customer Service at **(888)-859-3795**.

Will there be a confirmation once I've added payment, changed address, etc.?

Yes. A notification email will be sent to the email address on the policy to serve as verification that an action has been completed successfully. No additional steps will be required of you.

If I need assistance, who do I contact?

MWG Customer Service can be reached at any of the following methods:

Call **(888)-859-3795**. If there is a wait time, you have the option to leave a message with your name and phone number so that a representative can return your call instead of waiting.

You can make changes to an individual policy by emailing: individualchanges@morganwhite.com

Mailing Address: P.O. Box 14607 Jackson, MS 39236-4067

Customer Services Email: CS@morganwhite.com