

Member Access & Eligibility

How do employees register for Maven?

Employees can register at mavenclinic.com or through the Maven app (available on iOS, Android and Google). During registration, they'll enter their name, work email, and date of birth, which Maven matches against your eligibility file to verify they're covered. If Maven is offered through the health plan, employees may be asked to confirm their health plan ID. If employees encounter any problems during the sign-up process, they can reach out to support@mavenclinic.com directly.

How does Maven verify if an employee is eligible?

Maven verifies eligibility using the eligibility file your organization or the health plan provides. When an employee registers, Maven matches their name and date of birth to confirm they're currently covered under your plan. Maven also reconfirms eligibility at each billable activity.

My employee is getting an error when trying to register. What should I do?

The most common causes are: information doesn't match what's on file; the eligibility file hasn't been processed yet (may take up to one week for new additions); or the employee is attempting to register for a program they're not eligible for. To ensure employees have access to Maven, please send an updated eligibility file regularly. If your eligibility file has been sent and you have ensured the employee's information is recorded, and they are still not able to register, direct the employee to reach out to support@mavenclinic.com.

How often do we need to send an eligibility file?

If your organization sends an eligibility file, Maven recommends sending an updated file weekly to ensure your employees' access is current — this is especially important during open enrollment, when new hires are onboarding, or when employees leave.

If your organization is contracted through a health plan, employee eligibility may be sent directly from the health plan.

What format does the eligibility file need to be in?

Maven accepts eligibility files in standard formats including CSV. Required fields typically include employee name, date of birth, and work email. Your implementation documentation outlines the exact file specifications. Contact your Client Success contact for a template.

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Does Maven integrate with our HRIS (Workday, ADP, etc.)?

Yes. Maven supports automated eligibility file feeds via SFTP, which can be connected to most major HRIS platforms including Workday, ADP, and others. Reach out to your Client Success contact to get started.

How do I set up an automated eligibility file feed?

Maven supports SFTP-based automated eligibility feeds. Contact your Client Success contact and we'll connect you with our implementation team to configure SFTP credentials and file format.