



GlobalHealth

MEDICARE ADVANTAGE PLANS

**GlobalHealth Member Portal
Frequently Asked Questions**

1. How do I register for the GlobalHealth Member Portal?

- Navigate to <https://memberportal.globalhealthportals.com/medicare-advantage>
- Click "Sign up now" link present below Sign In button.
- We will ask you for things like:
 - Your GlobalHealth Member ID on your GlobalHealth Member ID Card
 - First Name
 - Last Name
 - Last 4 digits of MBI found on your Medicare Health Insurance Card
 - Your date of birth
 - The current ZIP code associated with your Medicare Advantage enrollment
 - Your e-mail address
 - Password (Choose a password for your account)
 - Confirm Password (Re enter the password that you have chosen for your account)
 - Enter Security Code displayed on the registration screen.
 - Then click on "Register" button.
 - Follow the instructions to confirm your e-mail address.
 - Once your e-mail address has been confirmed, you will be able to log in using your e-mail address as your Username and the Password you created to log in.

2. Why am I being asked to use a second step when I log into my GlobalHealth Member Portal account?

- We use an extra step to confirm your identity. This helps to protect you because others will not be able to access your account.
- This is required for **all** logins, not just the first-time login.

3. It says I should have received a verification email, but I didn't receive it. What do I do?

- Please call the GlobalHealth Customer Care team.

Oklahoma members	(844) 280-5555 (TTY:711)
Texas members	(844) 200-8167 (TTY:711)

4. Why did I receive a verification email from GlobalHealth?

- This helps to protect your account from other people. GlobalHealth sends a verification code in an email or text message each time you login.

5. How do I get my GlobalHealth username?

- If you have never signed up for the GlobalHealth Member Portal, please follow the steps in Question 1.
- The email address you used during your registration will be your username.
- If you change the email address associated with your account, the new email will become your new username.
- If you don't remember the email address you used for your account, please call the GlobalHealth Customer Care team.

Oklahoma members	(844) 280-5555 (TTY:711)
Texas members	(844) 200-8167 (TTY:711)

6. Who can I notify if I still have problems entering my username or password?

- Please call the GlobalHealth Customer Care team.

Oklahoma members	(844) 280-5555 (TTY:711)
Texas members	(844) 200-8167 (TTY:711)

7. I am entering the correct username and password, but I received a message that you are unable to identify me as an authorized user. What can I do?

- Please call the GlobalHealth Customer Care team.

Oklahoma members	(844) 280-5555 (TTY:711)
Texas members	(844) 200-8167 (TTY:711)

8. I see a message saying my account is locked. How do I unlock it?

- Please call the GlobalHealth Customer Care team.

Oklahoma members	(844) 280-5555 (TTY:711)
Texas members	(844) 200-8167 (TTY:711)

9. How do I reset or change the email address for my GlobalHealth Member Portal account?

- Once logged into the GlobalHealth Member Portal, click on "Account Settings"
- In the "Manage Account" tab, click on the "Click Here" link.
- This will open a new window with your "Profile" page.
- Click on the "Email" section in the side menu on the left.
- You can change the email associated with your account by entering the new email in the "New Email" box.
- Click on the "Change email" button.
- A message is shown: "Verification email sent. Please check your email".
- This step is important:
 - Check your email account for a confirmation email for modified email address.
 - Click on the link, "Click here", in the email to confirm your changes.

10. How do I reset my GlobalHealth Member Portal password?

- Once logged into the GlobalHealth Member Portal, click on "Account Settings".
- In the "Manage Account" tab, click on the "Click Here" link.
- This will open a new window with your "Profile" page.
- Click on the "Password" section in the menu on the left.
- In the boxes shown:
 - Enter your current password in the "Current Password" box.
 - Enter your new password in the "New Password" box.
 - Enter your new password again in the "Confirm Password" box.
- Click the "Update Password" button.
- A message is shown: "Your password has been changed".

11. How can I change my Primary Care Physician (PCP)?

- Once logged into the GlobalHealth Member Portal, click on "Change PCP" inside navigation menu *or* click on the "PCP Requests" image from dashboard. Both will take you to the same page.
- This page will show your current PCP in the "Current PCP Details" section.
- In the banner below, click the "Change Your Primary Care Provider" banner header.
 - Use the search fields to find a new PCP.
- Click on Select as your PCP link of the desired PCP record from search results.
- Select effective date.
- Click on Submit Request button.
- Please note that you can only select a new PCP to start on the first day of the next month, or the first day of the following month.

12. When I change my PCP, do I need to order a new ID card?

- No. Changing your PCP will trigger a new ID card to be sent to you with your new PCP information.

13. How can I request an additional or replacement ID card?

- Once logged into the GlobalHealth Member Portal, click on "ID Cards" side navigation menu link *or* click on the "ID Cards" image from dashboard. Both will take you to the same page.
- An ID Card image will be shown with current plan and PCP details. Under the ID Card image, there will be a button labelled "Click Here to Order This ID Card."
 - Click on "Click Here to Order This ID Card" button.
 - Orders placed after 9:00 PM CST will be processed the next business day.
 - Requests cannot be cancelled or changed after that time.
- ID cards will be mailed to your mailing address and should be received in less than 14 business days.

14. How do I order member materials?

- Once logged into the GlobalHealth Member Portal, click on "Order Plan Materials" side navigation menu link *or* click on the "Material Orders" image present in dashboard. Both will direct you to the same page.
- Click on "+ New Order" button present above the order history table. in the "Plan Material Order History" screen.
- You will be taken to Order Plan Materials screen that contains your current year benefits.
- Select an option from Material Language.
- Click on Order link associated with the desired plan material from the results grid.
- A message will be displayed as "Your order has been placed successfully! Your order number is <Order Number>"
 - Orders placed after 9:00 PM CST will be processed the next business day.
 - Requests cannot be cancelled or changed after that time.
- Plan materials will be mailed to your mailing address and should be received in less than 14 business days.

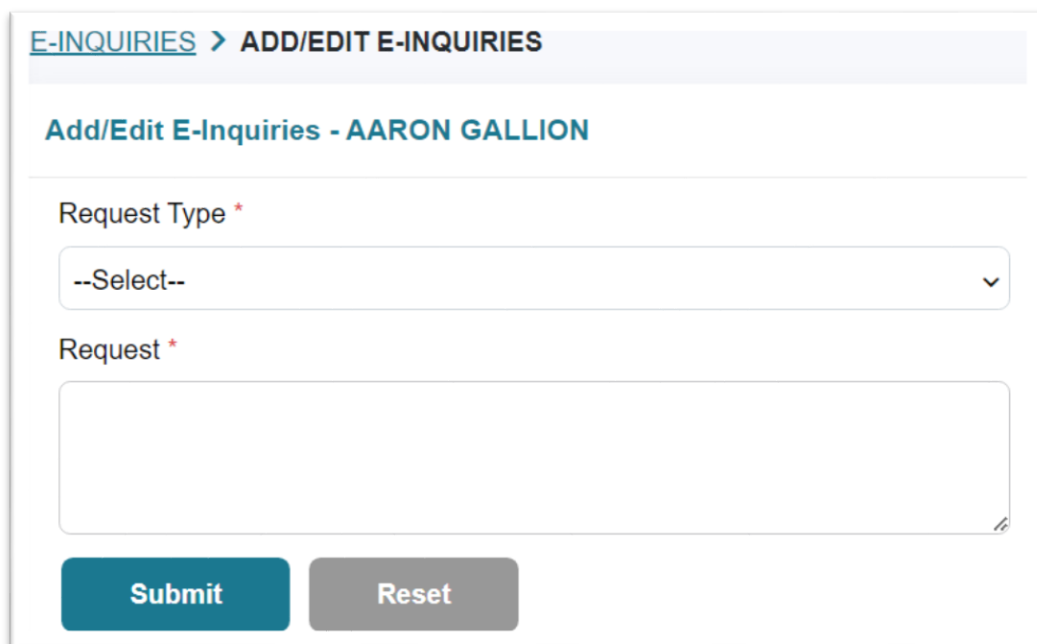
15. How can I get a summary of my benefits?

- Follow the instructions to order Plan Materials from Question 14.
- Your Summary of Benefits can be found under "Current Year Materials"

Current Year Materials	
2023 Over the Counter Catalog - English	Ordered
2023 Evidence of Coverage (EOC) - English	Ordered
2023 Evidence of Coverage (EOC) - English (Large Print)	Order
2023 Drug Formulary Listing	Order
2023 Side-by-Side Benefit Overview of All Plans	Ordered
2023 Summary of Benefits - English	Order

16. How do I get information about non-medical benefits that are offered to GlobalHealth members?

- Once logged into the GlobalHealth Member Portal, click on "E-Inquiries" side navigation menu link *or* click on the "E-Inquiries" Image from dashboard. Both will take you to the same page.
- Click on "+ New" button present at the top right-hand corner of the "E-Inquiries" screen.
- You will be taken to a page that will allow you to send secure messages to the GlobalHealth Customer Care team.
- Select the non-medical benefit from the "Request Type" drop-down menu.



E-INQUIRIES > ADD/EDIT E-INQUIRIES

Add/Edit E-Inquiries - AARON GALLION

Request Type *

--Select--

Request *

Submit Reset

- Type your request to the Customer Care team and click "Submit."
- A member of the Customer Care team will respond to you within two business days.

17. How will I know when I have new alerts and reminders?

- First, you will receive an e-mail letting you know that you have new alerts.
- Once logged into the GlobalHealth Member Portal, click on "Alerts" in the left-hand banner *or* click on the "Alerts" image. Both will take you to the same page.
- Your alerts are listed from oldest to newest on this page.
- To mark the alert as "Read":
 - Click on the alert and then click "Mark as Read"

18. Where can I find the drug formulary?

- Follow the instructions to order Plan Materials from question 14.
- Your Summary of Benefits can be found under “Current Year Materials”.

Current Year Materials	
2023 Over the Counter Catalog - English	Ordered
2023 Evidence of Coverage (EOC) - English	Ordered
2023 Evidence of Coverage (EOC) - English (Large Print)	Order
2023 Drug Formulary Listing	Order
2023 Side-by-Side Benefit Overview of All Plans	Ordered
2023 Summary of Benefits - English	Order

19. I ordered a new ID card. When will I receive it in the mail?

- ID cards will be mailed to your mailing address and should be received in less than 14 business days.

20. I ordered Member Materials. When will I receive them in the mail?

- Member Materials will be mailed to your mailing address and should be received in less than 14 business days.

21. If I change my mind after open enrollment, can I change my health plan selection?

- Your plan cannot be changed from the GlobalHealth Member Portal.
- Please call the GlobalHealth Customer Care team.

Oklahoma members	(844) 280-5555 (TTY:711)
Texas members	(844) 200-8167 (TTY:711)

22. Who do I call if I have a question about a claim payment?

- Please call the GlobalHealth Customer Care team.

Oklahoma members	(844) 280-5555 (TTY:711)
Texas members	(844) 200-8167 (TTY:711)

23. How do I find out if my claim has been processed?

- Once logged into the GlobalHealth Member Portal, click on “View Claims & Referrals” side navigation menu link *or* click on “Medical Claims & Referrals” image from dashboard. Both will take you to the same page.
- Claims that have been processed will be listed as “Processed” in the “Claim Status” section.
- Claims that have not been processed will have “In Process” in the “Claims Status” section.

Claim ID	Date Of Service	Provider/Facility	Vendor	Claim Type	Claim Status	Action
					Processed	View Claim Details

24. Have more questions?

- We encourage you to send the Customer Care team a secure E-Inquiry.
- Please call the GlobalHealth Customer Care team.

Oklahoma members	(844) 280-5555 (TTY:711)
Texas members	(844) 200-8167 (TTY:711)

GlobalHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

GlobalHealth cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

GlobalHealth tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

GlobalHealth bik'ehgo hójil'ínígíí bidadeeti'ígíí Wááshindoon t'áá át'é bilá'ashdla'ii bee bá ádahaazt'i'ígíí bibee haz'áanií dóó doo ak'íjì' nitsáhákees da díí ninahjì' al'áá dadine'éc, dine'ébikáí át'ehígíí, binááhai'ígíí, nazhnit'ago da, éí doodaii' asdzání dóó diné át'ehígíí.

H3706_MPFAQ_2022_C

H6062_MPFAQ_2022_C