

CompassConnect™

Member User Guide

GlobalHealth Price Transparency Tool
powered by Payer Compass'
transparency platform

2022.12.25



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What is CompassConnect?

CompassConnect is a tool for finding medical providers in your area and estimate cost for the selected providers and services.

Using this tool, you will know the following information about a provider before you schedule an appointment:

- whether the provider accepts your healthcare benefits plan
- whether the provider specializes in a particular type of care
- the provider's location and contact information
- the provider's quality rating based on how other patients have rated this provider
- the cost of the procedure when performed by a particular provider.

Getting Started

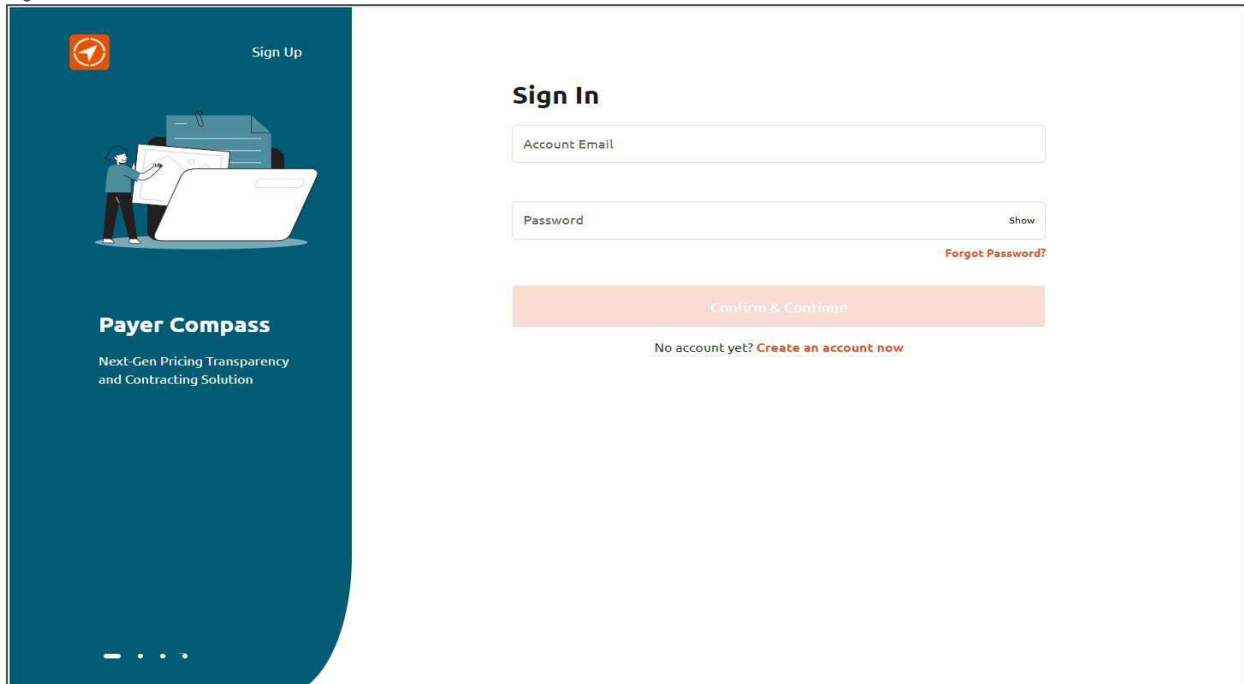
To start using CompassConnect, you will need to set up an account using the following information found on your member ID card:

- ID Number
- First Name
- Group Number
- Date of Birth
- Zip Code

To set up your CompassConnect account

1. Have your member ID card available.
2. Access the CompassConnect website using the URL
<https://globalhealth.connect.payercompass.com/home/login>

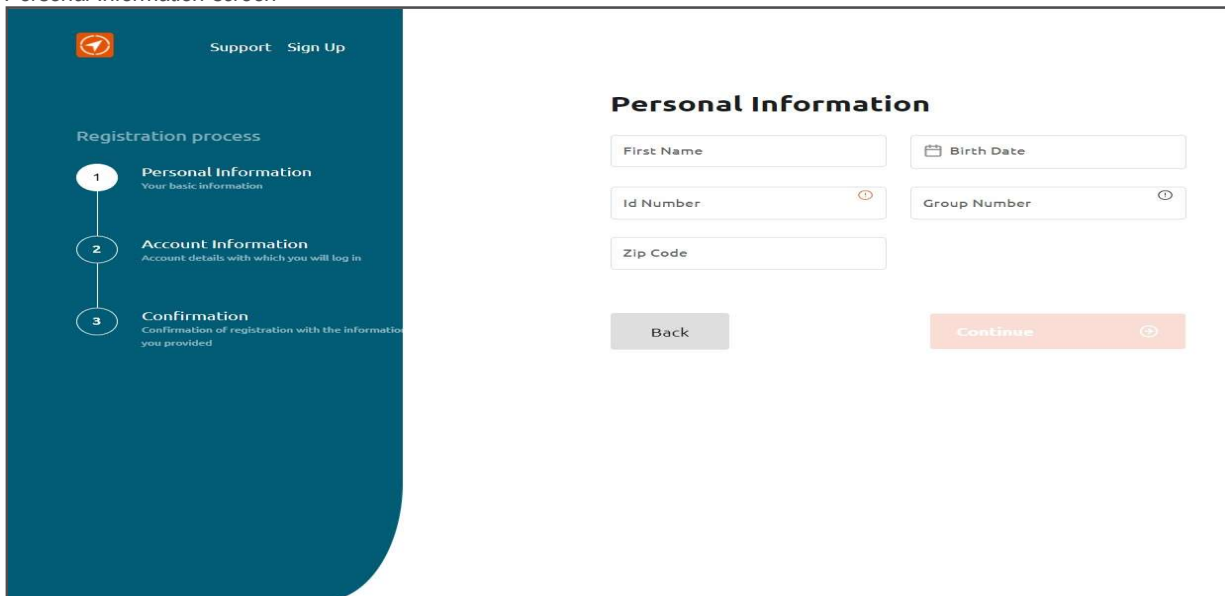
Sign In screen



The image shows a mobile application sign-in screen. On the left, a dark blue sidebar contains the Payer Compass logo, a 'Sign Up' link, an illustration of a person with a laptop, and the text 'Payer Compass Next-Gen Pricing Transparency and Contracting Solution'. The main white area is titled 'Sign In' and features two input fields: 'Account Email' and 'Password'. A 'Show' link is next to the password field, and a 'Forgot Password?' link is below it. A large orange button labeled 'Confirm & Continue' is centered below the fields. At the bottom, a link reads 'No account yet? Create an account now'.

3. Click on Create an account now to begin the registration process, which consists of providing some basic information about yourself, setting up your user ID and password, and then confirming this information.

Personal Information screen



The image shows a mobile application registration screen. On the left, a dark blue sidebar displays a 'Registration process' flow with three steps: 1. Personal Information (Your basic information), 2. Account Information (Account details with which you will log in), and 3. Confirmation (Confirmation of registration with the information you provided). The main white area is titled 'Personal Information' and contains input fields for 'First Name', 'Birth Date', 'Id Number', 'Group Number', and 'Zip Code'. There are 'Back' and 'Continue' buttons at the bottom.

4. Enter your personal information as found on your member ID card.
5. Click Continue.

Note: If your personal information is not found in our system, you will receive a message to confirm the information you have entered and try again.

Account information screen

The screenshot shows a registration process with three steps: 1. Personal Information (checked), 2. Account Information (current step), and 3. Confirmation. The 'Account Information' section includes fields for Phone Number, Account Email, Password, and Confirm password. The Password field has requirements: More than 7 characters, At least 1 number(s), and At least 1 symbol(s). There are 'Back' and 'Continue' buttons at the bottom.

6. On the Account information screen, enter your phone number, your email address, and a password.

Note: The email address and password you enter during the registration process will be your CompassConnect login credentials.

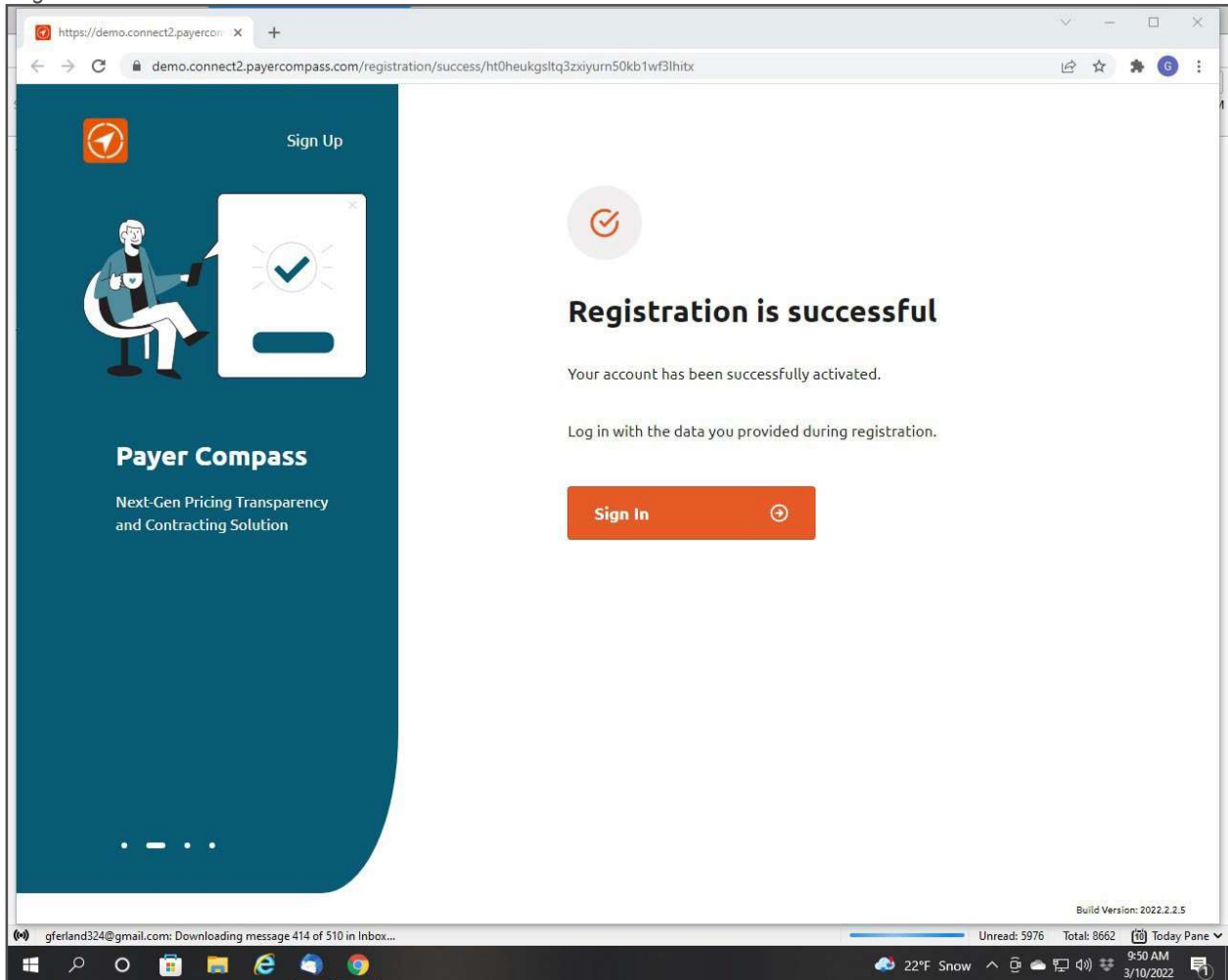
7. Click Continue. You will receive an email asking you to confirm your account.

Email to confirm account

The email header shows: From: ccdemo@payercompass.com, Subject: Please confirm your CompassConnect account, To: Me. The body text reads: 'This is an automated message generated by your account activation request. Please do not reply to this message as it is sent from an unmonitored mailbox. If you did not request to activate your account please contact CompassConnect Demo (CCDEMO) support immediately. Please follow this link to activate your account. If above link does not work, simply paste this url into your web browser: https://demo.connect2.payercompass.com/register/verifyemail?token=ht0heukgsltq3zxiyurn50kb1wf3lhitx Thank you.'

8. Click the link in the email to activate your account. You will receive a message that your account has been activated.

Registration Successful



You are now ready to use CompassConnect.

To access your CompassConnect account

1. Use the URL <https://globalhealth.connect.payercompass.com/home/login> to access the CompassConnect website.
2. Sign into your account using the email address and password you provided during the registration process. The Welcome page's Dashboard will appear.

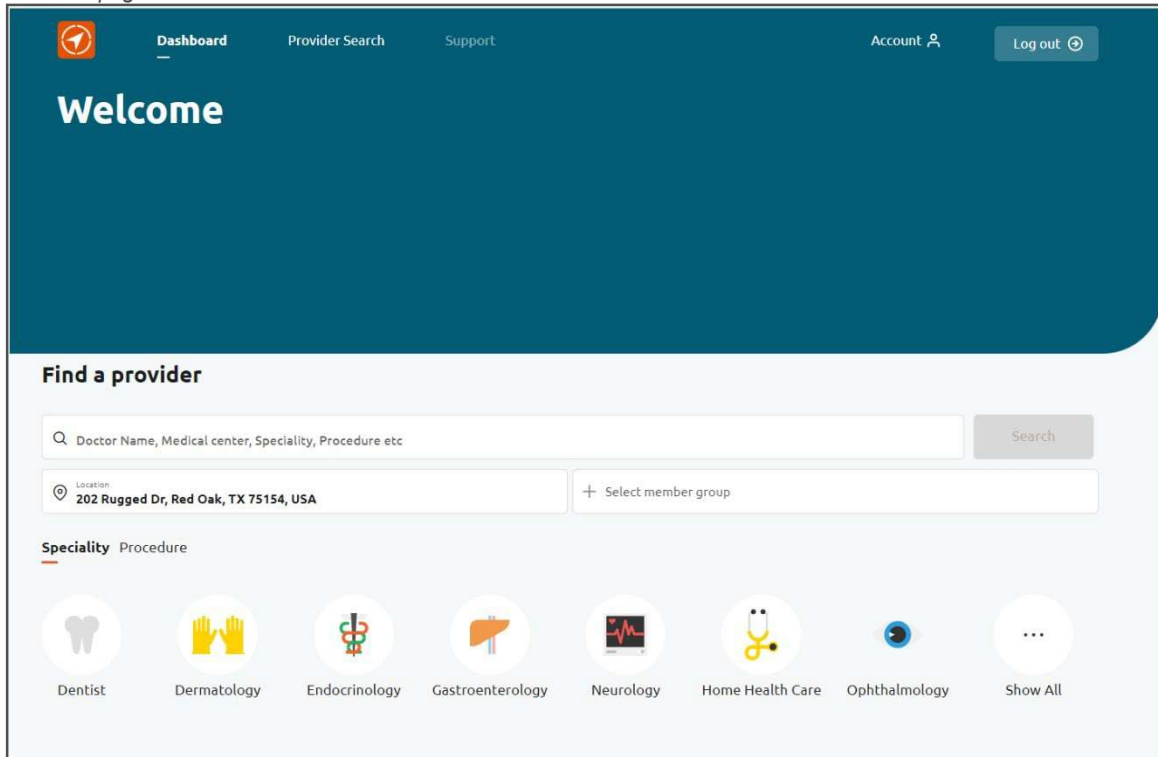
Note: The first time you sign in to your CompassConnect account, you will be asked to agree to the service disclaimer. You must click I Agree to use the application.

Service Disclaimer

The screenshot shows a registration process sidebar on the left with a 'Sign Up' button and a progress indicator for 'Compass Connect Service Disclaimer'. The main content area is titled 'Please approve' and contains a warning that the application cannot be used until approved. Below this is the 'Compass Connect Service Disclaimer' text, which details the limitations of the Provider Dashboard information and the user's responsibility for choosing a provider. At the bottom, there is an 'I Agree' button with a right-pointing arrow.

From the Welcome page's Dashboard, you can search for a provider.

Welcome page

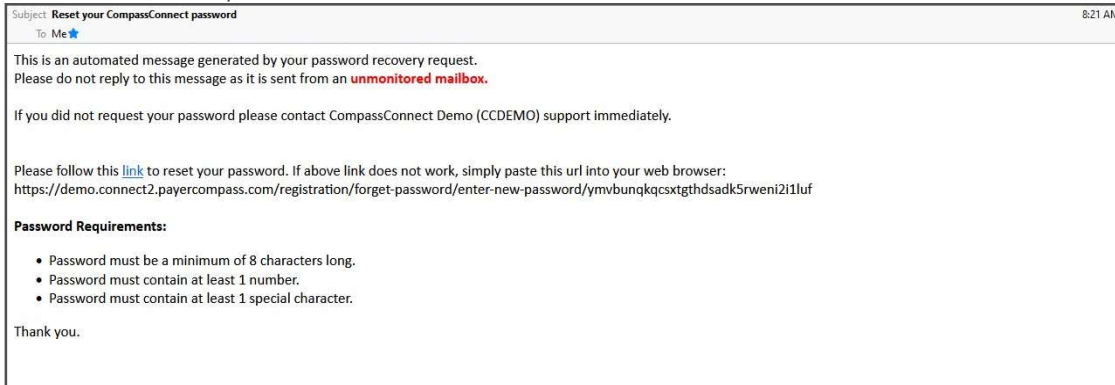


To reset your CompassConnect password

You can reset your CompassConnect password by clicking Forgot Password on the Sign In screen.

1. On the Sign In screen, click Forgot Password. The Please enter your email screen appears.
2. Enter the email address associated with your account.
3. Click Send Email. You will receive an email with a link to reset your password.

Email with link to reset password



4. Click on the link inside the email. The Please enter your new password screen appears.

Enter new password

Sign Up

Password reset

- 1 Email information
Please, enter your email
- 2 Enter new password**
Enter new password
- 3 Confirm password reset
Confirm password

Please enter your new password

Password Show

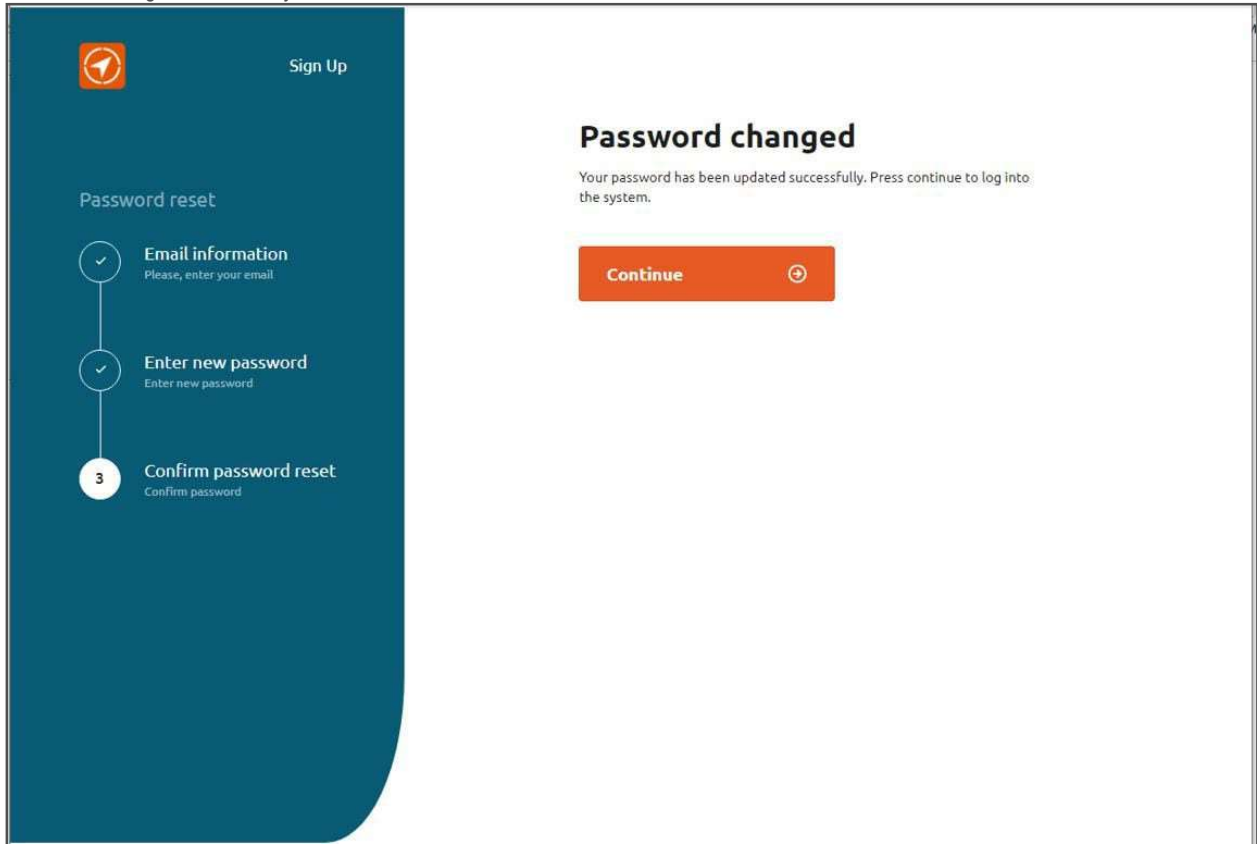
✔ More than 7 characters. ✔ At least 1 number(s) ✔ At least 1 symbol(s)

Confirm password Show

Set New Password

5. Enter your new password ensuring that it follows the minimum requirements provided.
6. Confirm your new password by entering it again.
7. Click Set New Password. You will receive confirmation that your password has been changed.

Password changed successfully



8. Click Continue to log in using your new password.

Managing Your Account

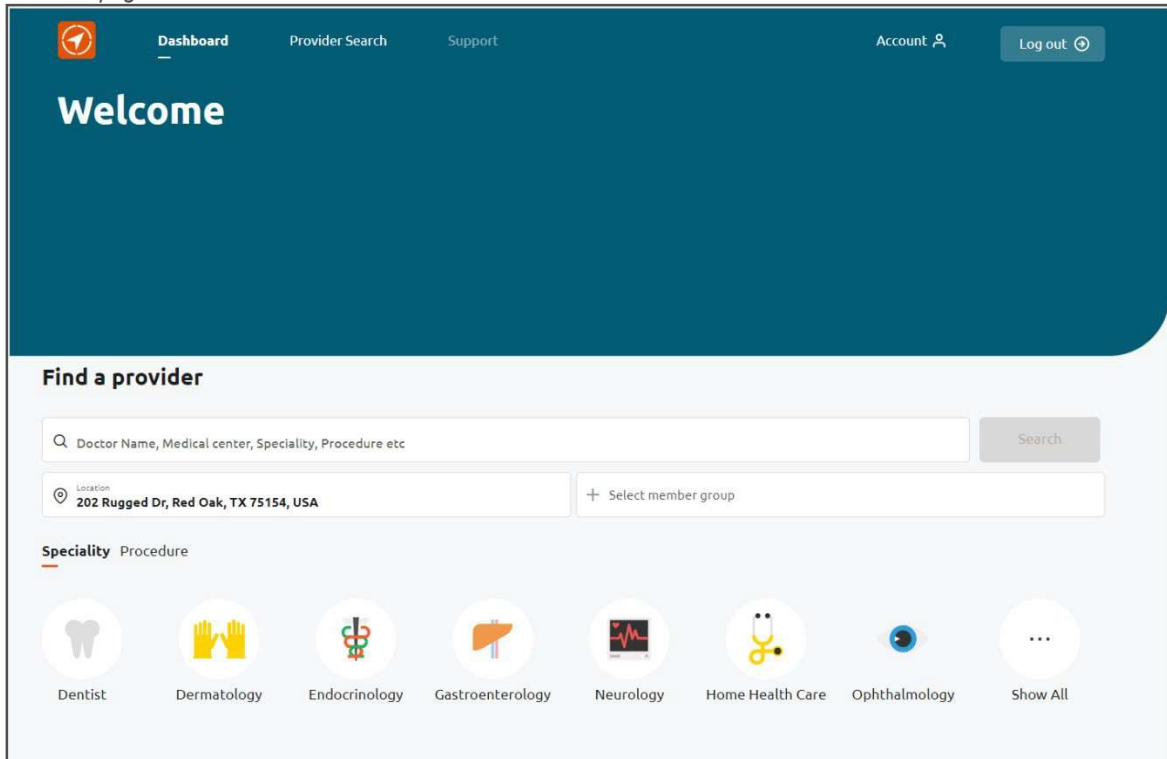
Initially, your account profile consists of the email address you entered during the registration process. If desired, you can add a phone number to your profile and manage whether you receive account notifications via email, text, or both. By default, you will receive account notifications via email.

Through your account profile, you can also change your account password.

To update your phone number or email address

1. On the Welcome page, click Account.

Welcome page



2. On the Profile screen, update your phone number or email address. The Save Changes button will be activated next to the information that you update.

Account screen with Profile selected

Account

Profile

Account Phone

The phone number used to contact you and receive notifications

(999)999-9999

Save Changes

Account Email

Email used to login and receive notifications

Account Email

connectdemo01@payercompass.com

Save Changes

Account Password

Password used to login to system

Current Password

Show

New Password

Show

More than 7 characters At least 1 number(s) At least 1 symbol(s)

New Confirm Password

Show

Save Changes

3. Click Save Changes. The Confirm your account screen will open so that you can enter the confirmation code that was sent to your phone or your email address, depending on the contact information being changed.

Confirmation code

Confirm your account

An activation confirmation code was sent to: connectdemo01@payercompass.com.

Confirmation code

9 0 1 3 2 5

If the code has not been sent, please make another request or select another method of confirmation.

Resend confirmation

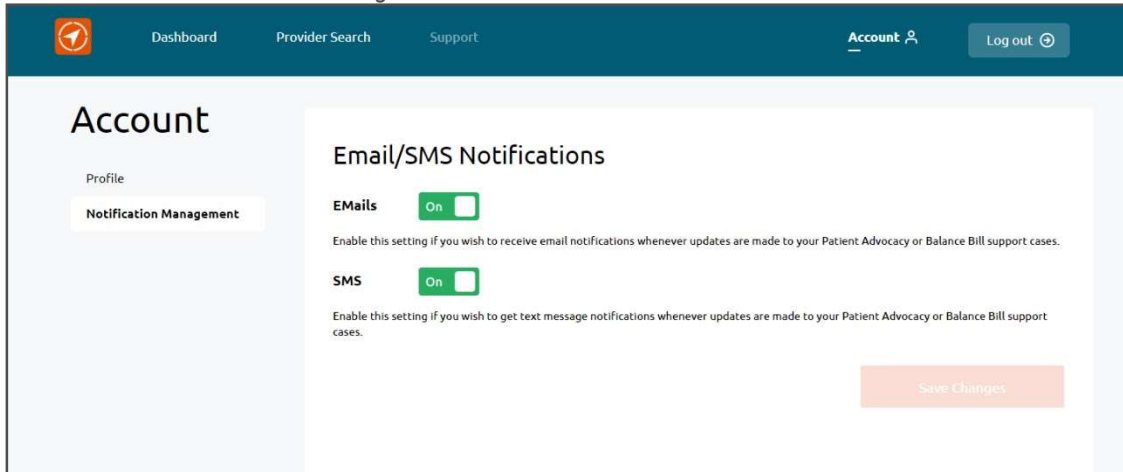
Cancel Validate

4. Enter the confirmation code and click Validate. Then, log out for the changes to take effect.

To update how you receive notifications

1. On the Account screen, click Notification Management.

Account screen with Notification Management selected



2. By default, you will receive notifications via both email and text. Click to set either On or Off, depending on your preference.
3. Click Save Changes.

To reset your CompassConnect password

You can reset your CompassConnect password through your account profile.

1. On the Profile screen, enter your current password.

Resetting account password

The screenshot shows the 'Account Profile' page in the Payer Compass system. The page has a dark blue header with navigation links: Dashboard, Provider Search, Support, Account (with a user icon), and Log out (with a refresh icon). The main content area is titled 'Account' and has a sidebar with 'Profile' (selected) and 'Notification Management'. The 'Profile' section contains three main areas: 'Account Phone' with a text input field containing '(999)999-9999' and a 'Save Changes' button; 'Account Email' with a text input field containing 'connectdemo01@payercompass.com' and a 'Save Changes' button; and 'Account Password' with three text input fields: 'Current Password' (with a 'Show' toggle), 'New Password' (with a 'Show' toggle), and 'New Confirm Password' (with a 'Show' toggle). Below the 'New Password' field are three radio button options: 'More than 7 characters', 'At least 1 number(s)', and 'At least 1 symbol(s)'. A 'Save Changes' button is located at the bottom right of the profile section.

2. Enter your new password ensuring that it follows the minimum requirements provided.
3. Confirm your new password.
4. Click Save Changes.

Searching for Providers

You can search for a provider by name or by specialty.

Note: The ability to search by the name of a procedure will be made available in Q3 of 2022.

When searching by specialty, you can enter the name of the specialty, you can select one of



the specialty icons, or you can select the Show All icon () to see an alphabetical listing of all specialties and select from this list.

All specialties listed

Dentist Dermatology Endocrinology Gastroenterology Neurology Home Health Care Ophthalmology Hide All

All specialties

- A** Allergy/Immunology
Ambulatory Health Care Facilities
Ambulatory Surgical Center
Anesthesiology
Audiology
- B** Behavioral Health Facility
Behavioral Health Physicians
- C** Cardiology
Chiropractic
Clinical Geneticist
- D** Dentist
Dermatology
Dialysis
Durable Medical Equipment
- E** Endocrinology
Eye Doctors
- F** Family Medicine
- G** Gastroenterology
General Practice
- H** Hematology
Hepatology
Home Health Care
Hospice
Hospital
- I** Infectious Disease
Infusion Therapy
Internal Medicine
- L** Laboratory
- M** Massage Therapy
- N** Neonatology
Nephrology
Neurology
Nutritionist
- O** Obstetrics/Gynecology
Occupational Therapy
Oncology
Ophthalmology
Oral/Maxillofacial Surgery
Orthopaedics
Otolaryngology
- P** Pain Management
Pathology
Pediatrics
Physiatry/Physical Medicine
Physical Therapy
Physicians
Podiatry
Prosthetics & Orthotics
Pulmonology
- R** Radiology/Imaging
Rehabilitation Hospital
Rheumatology
- S** Skilled Nursing Facility
Speech Therapy
Surgeons
- U** Urgent Care
Urology
- V** Vascular
- W** Wound Treatment Center

To search for a provider

1. Begin typing the name of the provider or the specialty. When the name or specialty appears in the list below the search field, select it.

Finding a provider

Dashboard Provider Search Support Account Log out

Welcome

Find a provider

Doctor Name, Medical center, Specialty, Procedure etc
 Search

All Specialty Procedure

Specialty

- Hospital
- Rehabilitation Hospital

Provider Name

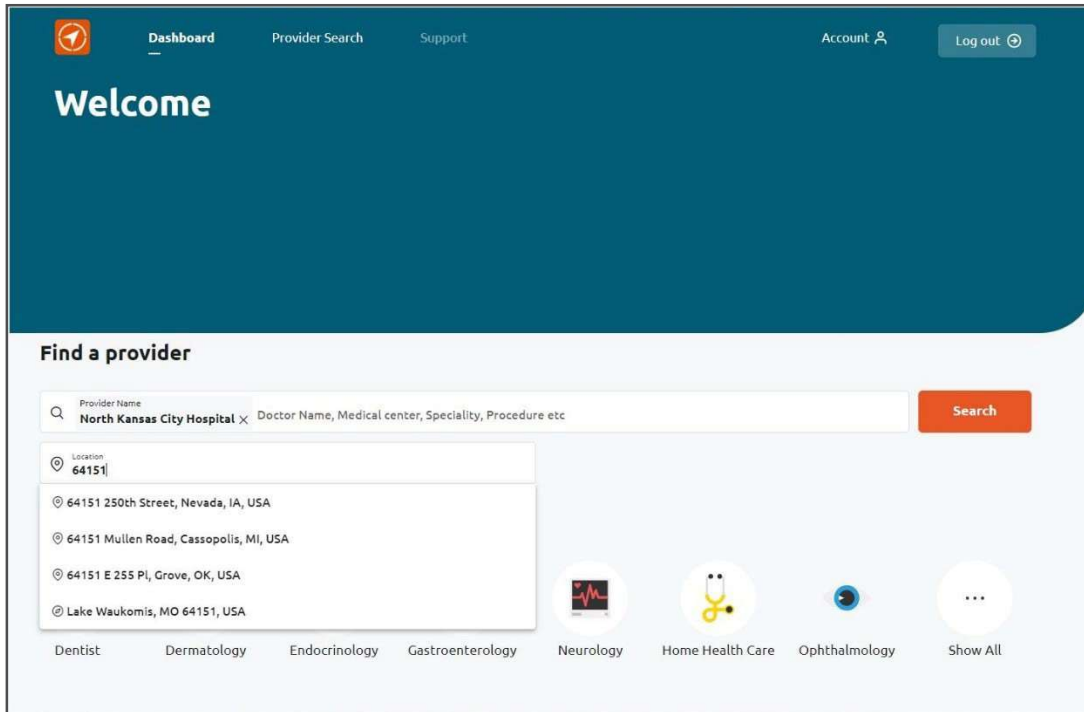
- North Kansas City Hospital

Dentist Dermatology Endocrinology Gastroenterology Neurology Home Health Care Ophthalmology Show All

- The Location field defaults to your actual current location if you have allowed your browser to access this information. If not, location is based on your account information.

To search in a different location, enter location information such as a street address, the name of a city, or a ZIP code. A list of locations meeting the criterion will appear. Select the location to use for the search.

Location field



- Click Search. The top 25 providers that match your search criteria will be displayed on the Provider Search page. These providers are listed in order by acceptance status, quality rating, and distance from your location.

Search results

Specialty: **Cardiology** x Doctor Name, Medical center, Specialty, Procedure etc **Search**

Location: **Oklahoma Avenue, Oklahoma City, OK, USA** + HealthAxis - GH > GLOBALHEALTH STATE OF OKLAHOMA **Download Excel**

25 Providers Plan Acceptance Rating Distance: 10 20 40 50+

Name	Specialty	Distance	Plan Acceptance	Rating
AAMIR HAMEED MD	Cardiology	5.9 ml	Accepting provider	5/5
ADAM BURROUGHS M.D.	Cardiology	3.7 ml	Accepting provider	Not Rated
AGHA KHAN M.D.	Cardiology	5.9 ml	Accepting provider	5/5
AHMAD SARWAR MD	Cardiology		Accepting provider	5/5

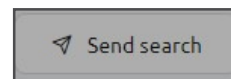
The map on the right shows the location of the providers in Oklahoma City, OK, USA. A pop-up window for ADAM BURROUGHS M.D. shows he is an accepting provider in Cardiology with a 0/5 rating.

Understanding your search results

Search results display the following information about the providers that meet your search criteria:

- Name
- Distance from the location entered, which can be a ZIP code, street address, or city/state
- Address
- Phone Number
- The provider's likelihood of accepting your health plan/program
- Quality rating (if enough data exists)

Emailing your search results



You can get an email that contains your search results by clicking [Send search](#). This email will be either from support_public@payercompass.com or your health plan. The subject of this email will be "Your CompassConnect provider results." If you cannot find the email in your Inbox, check your Spam or Junk folder.

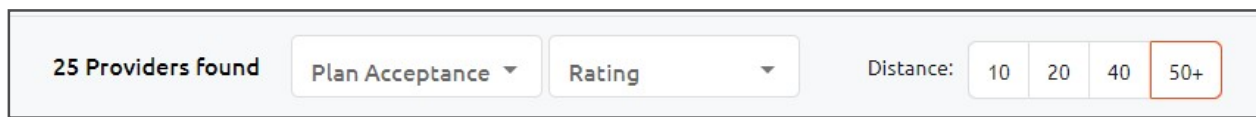
Refining your search results

The initial search results returned use the following base criteria in addition to the specific criteria you specified:

- All plan acceptance levels
- All quality ratings (1 to 5)
- 50+ miles from the specified location

You can change one or more of the base criteria to refine your search results.

If you change the Plan Acceptance or the Rating, the search results will be refreshed automatically. If you change the Distance, you will need to click the Search button to refresh the results.

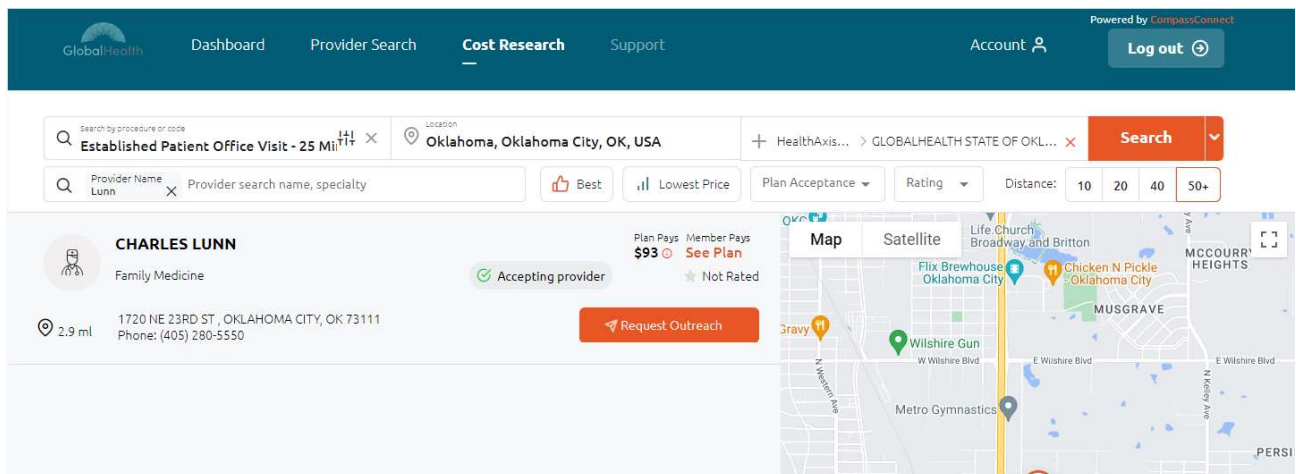


25 Providers found Plan Acceptance ▾ Rating ▾ Distance: 10 20 40 50+

Cost Research

With this tool, you can also select a provider and review the Healthplan payment to the provider for a specific service(s).

1. Navigate to “Cost Research” tab.
2. Enter the service type/ description or CPT or HCPCS codes.
3. Enter location.
4. Provider name of your choice (optional)
5. Click on “Search”.



GlobalHealth Dashboard Provider Search **Cost Research** Support Account Log out

Search by procedure or code: Established Patient Office Visit - 25 Min Location: Oklahoma, Oklahoma City, OK, USA Search

Provider Name: Lunn Provider search name, specialty Best Lowest Price Plan Acceptance Rating Distance: 10 20 40 50+


CHARLES LUNN
Family Medicine
Accepting provider Plan Pays \$93 Member Pays See Plan Not Rated

2.9 ml 1720 NE 23RD ST, OKLAHOMA CITY, OK 73111 Phone: (405) 280-5550 Request Outreach

Map Satellite Life Church Broadway and Britton Flix Brewhouse Oklahoma City Chicken N Pickle Oklahoma City MUSGRAVE MCCOURT HEIGHTS Wilshire Gun W Wilshire Blvd Metro Gymnastics E Wilshire Blvd PERSI

This tool will display the results if the criteria match. You can then view what the Plan pays for the procedure to this provider.

You can also review your benefit under “Member Pays” section of the search results. By clicking on the link “See Plan”, this will open the benefit package which lists your benefits under the GlobalHealth plan.



CHARLES LUNN
Family Medicine

Plan Pays **\$93** Member Pays
See Plan

Accepting provider Not Rated


2.9 ml 1720 NE 23RD ST, OKLAHOMA CITY, OK 73111
Phone: (405) 280-5550

Request Outreach


Display for the plan benefit package opens up in a pop up window.

Your Plan ✕


PlanDocument
1 / 8 - 92% +
⌵ ⌵ ⌵ ⌵ ⌵ ⌵



1




2



3

Summary of Benefits and Coverage: What This Plan Covers & What You Pay for Covered Services
GlobalHealth, Inc.: State, Education, and Local Government Employee Plan

Coverage Period: 01/01/2023 – 12/31/2023
Coverage for: Member / Family | Plan Type: HMO

 The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, call 1-877-280-5600 or visit us at [Member Handbook](#). For general definitions of common terms, such as [allowed amount](#), [balance billing](#), [coinsurance](#), [copayment](#), [deductible](#), [provider](#), or other [underlined](#) terms, see the Glossary. You can view the Glossary at www.GlobalHealth.com/uniformlossary or call 1-877-280-5600 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	\$0	See the Common Medical Events chart below for your costs for services this plan covers.
Are there services covered before you meet your deductible?	Yes. All services are covered before you meet a deductible.	This plan covers some items and services even if you haven't yet met the deductible amount. But a copayment or coinsurance may apply. For example, this plan covers certain preventive services without cost sharing and before you meet your deductible. See a list of covered preventive services at https://www.healthcare.gov/coverage/preventive-care-benefits/ .
Are there other deductibles for specific services?	No.	You don't have to meet deductibles for specific services.
What is the out-of-pocket limit for this plan?	\$4,000/individual or \$12,000/family	The out-of-pocket limit is the most you could pay in a year for covered services. If you have other family members in this plan, they have to meet their own out-of-pocket limits until the overall family out-of-pocket limit has been met.
What is not included in the out-of-pocket limit?	Premiums, balance billing charges, and healthcare this plan doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a network provider?	Yes. See www.globalhealth.com or call 1-877-280-5600 for a list of network providers.	This plan uses a provider network. You will pay the least if you use a provider in the Preferred Facility network. You pay more if you use a provider in the Non-preferred Facility network. You will pay the most if you use an out-of-network provider, and you might receive a bill from a provider for the difference between the provider's charge and what your plan pays (balance billing). Be aware, your network provider might use an out-of-network provider for some services (such as lab work). Check with your provider before you get services.

Contact Us

If you have any questions regarding your benefits or having issues with your log in or using this tool, please contact member service department contact number listed in the back of your membership ID card.