

GlobalHealth, Inc. GlobalLink Training Guide Version 2.3

MGLTG

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Overview

GlobalLink is an Online Provider Tool provided by GlobalHealth Provider Networks. GlobalLink allows users access to GlobalHealth's systems in order to:

- ✓ Verify Eligibility
- ✓ Review Member Demographics
- ✓ View Benefit Information
- ✓ Review and Create Referrals
- ✓ Check Claim Status
- ✓ Communicate with GlobalHealth Provider Networks



Note: The GlobalLink training manual is updated regularly. Please check http://www.globalhealth.com/globallink periodically for the most recent version.

Accessing GlobalLink

Access to GlobalLink requires a unique username and password. To request a GlobalLink user account, visit **www.globalhealth.com/globallink.aspx**, and submit the request through 'Request a new GlobalLink Account' tab.

Technical support:	(405) 280-5647 or (877) 280-5647 helpdesk@globalhealth.com
User access requests:	provider.relations@globalhealth.com
Training Requests	gltraining@globalhealth.com

GlobalLink may be accessed over the internet at **http://www.globalhealth.com** using any compatible PC and web browser. GlobalLink requires a minimum screen resolution of 1024x768 pixels. A high-speed Internet connection is recommended to achieve the best GlobalLink performance, although a dial-up connection will work. Supported web browsers are listed below.

- ✓ Microsoft Internet Explorer
- ✓ Mozilla Firefox
- ✓ Google Chrome

To access GlobalLink, open a supported web browser and navigate to **http://www.globalhealth.com**. From the GlobalHealth home page, pictured below, select "Providers" and "GlobalLink."

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	+ 800-522-8506 (TTY)		 View wellness tools and resources 	SEARCH FORMULARY	
	+ 9:00AM - 5:00PM CST, Mon - Fri	1	+ View prescription plans	COMPLIANCE	
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	+ PROVIDER SEARCH		+ Language translat	ion services available	

From the GlobalLink home page, take note of the system requirements and click the "Sign In to GlobalLink" hyperlink, as illustrated below.

	About Us News FAQ Pharmacy E Contact Us 1.877.280.5600 Q search
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	GETTING STARTED > MEMBERS > EMPLOYERS > PROVIDERS > AGENTS >
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▶ GlobalLink™	Home > Providers > GlobalLink" FONT SIZE: a A A
> GlobalLink**	GLOBALLINK
> Training & Registration	GlobalLink™ is an online tool available to all contracted providers. GlobalLink™ is provided by GlobalHealth to allow providers to:
> Become a GlobalHealth Provider	+ Venify Eligibility
> Provider Policies & Guidelines	+ Keview Member Demographics + View Benefit Information
> Claims & Administration	+ Review and Create Referrals
> Case Management	+ Check Claim Status + Communicate with Globalite alth. Inc.
> FAOs	
> Forms, Tools & Resources	Sign in To GlobalLink
> Quality Assurance	To request a new user account for GlobalLink [™] , please click here.
> Find a Doctor	
> Contact Customer Care	 GlobalLink^{III} Support For user access questions, please contact the GlobalHealth Provider Relations department:
	+ Local (OKC): 405-280-5740
	+ Email: provider.relations@globalhealth.com
LOG IN OR REGISTER FOR MYGLOBAL TH MEMBER PORTAL	For technical issues with GlobalLink, such as forgotten passwords or error messages, please contact the GlobalHealth IT Help Desk:
	+ Local (OKC): 405-280-5647
DOWNLOAD MEMBER MATERIALS	+ E-mail: helpdesk@globalhealth.com
How to find your aroun ownbar	GlobalLink Training
	GlobalHealth sponsors a monthly recurring GlobalInk training netmeeting on the second Tuesday of each month at 12:00PM. To register for a session or to explore additional training options, please send an email to gltraining@globalhealth.com or sign up for a training session here.
	+ Download the GlobalLink Training Manual.
	Browser, System and Connection Requirements:
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Prior to accessing the GlobalLink login screen you will be required to review and accept the GlobalLink Terms and Conditions. Review the terms and conditions and click the "Accept" button at the bottom of the page.



Accepting the terms and conditions will redirect your web browser to the GlobalLink (also known as PlanLink[™]) login screen. Using your unique login credentials, enter your User ID and Password and click "Login." If you experience any issues logging into GlobalLink, such as forgotten passwords, please email the GlobalHealth IT Help Desk at **helpdesk@globalhealth.com**.



Note: It is important to remember to log out of GlobalLink when your work is complete, rather than simply closing your web browser. You may logout of GlobalLink at any time by clicking the "Log Out" button in the top right corner of the GlobalLink toolbar. Logging out of GlobalLink should return your web browser to the GlobalLink login page. From this page it is safe to close your web browser or navigate to another web site. For security reasons you will be automatically logged out of GlobalLink after a period of inactivity.



Basic Navigation

Once logged into GlobalLink, most screens have a similar look and feel. The screenshot below depicts the GlobalLink home page, identifying and numbering a few standard navigation features in red. You may navigate most screens by clicking the tab bar (#1). Additionally, the standard GlobalLink toolbar is available from most screens within

GlobalLink (#2). At any time you may Click the sicon to view information about the

activity in which you are working, or the \square icon to print the page you are currently viewing (#3).

Hyperlinks are generally highlighted in blue, and allow you to drill into more detail.





When you are finished using GlobalLink, click the "Log Out" icon in the top right corner. This ensures the confidentiality of any data that you have viewed. Simply closing your browser without logging out may interfere with other users who wish to use the system.



To secure your session without logging out, click the "Secure" icon in the top right corner. This ensures that no sensitive patient data is left available on the screen. When you return, you will be prompted to re-enter your password.

Viewing Patient Information

Finding a Patient

There are three primary ways to locate a patient, by using the patient list, the Patient Search feature, or by using "First Access." To access the patient list, click the "Pt List" tab from the primary tab bar on any screen within GlobalLink. From this page users can view a list of the patients with referrals that the user is allowed to access.

The Patient List page has an alphabetical search index that works much like a phone book. Clicking a letter takes you to the first page that lists patients whose last names start with that letter. You can also use the First, Prev, Next, and Last links to navigate the pages. Click a patient's name to drill into the patient's record.



If the patient whose chart you want to view is not on your patient list, you can gain access to that patient using Search All Patients. Click the Search All Patients to find additional patients. Search All Patients allows you to search for a patient record to which you do not currently have access. When you search for a patient record using Search All Patients, you must enter more information than you would for a normal patient search, because you do not already have access to the record. Enter your search criteria and click \checkmark Search.

GlobalHealth Home In Basket Pt Lis	ts Activities	8 Patient	Utils	Secure	C Log Out	Epic
What's New Patient Profile Referrals	/Claims					
Coverages & Benefits						
Patient Search						• •
Search My Patients						
Search All Patients					Make t	his my default
Patient Select				7		
Date of Birth:	U SSN Last	ex:	~			
O Required Ite	m 🔥 Recommended Item	<mark>,</mark> ∕ Sea	rch	<mark>∕ Clear</mark>]	
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To search for a specific patient, click the "Patient" button from the toolbar in the top right corner of the screen. Enter your search criteria (Name or Member ID Number) and click Search. Select 'Recent' to select the patient you most recently viewed. You may also use the Additional search criteria option to find a patient record.

GiobalHealth Vour world, insured.	Pt Lists Activities		Patient	Utils	Secure	Contemporation Contem	Epic
What's New Patient Profile	Referrals/Claims						
Coverages & Bene	fits						
Patient Search							† 0
Bearch My Patients							
Name	or MRN:				🔎 Search]	
	Additional sea	arch criteria				_	
My Patients Recent							
There are too many patients	s on your list to dis	splay. Please use th	e search field a	bove to	o find you	ır patient.	
Search All Patients							
Logged in as: GLOBALLINK, MASTER			PlanLink [™] license	d from Epic S	Systems Corporati	on, © 1997 - 2013 Epis	c Systems Corporation.

Verifying Eligibility and Benefits

Drilling into the patient's record opens the patient detail screen. From this screen you will see the selected patient's demographic information in the top banner. You can select Patient Profile and Referrals/Claims for this patient by clicking links within the portlet on the left side of the screen. To view Coverages & Benefits, click the Patient Profile link. The Coverages & Benefits link lists available coverages for the selected patient.

	Mouse, Mickey	Age: 51 yr. old DOB 11/15/1964 Sex: M Member: YUS4111569	Eff Dis 0702 Group:	Close patient Payor TRICARE STA PCP WILLIAMS, WI
What's New	Coverages & Benefits			ē
Patient Profile	overages on File	● View av	vailable coverages as of 12/7/2015	5 🔲 🗆 View all coverages
Coverages & Benefits	Benefits Summary	ort		
Reterrals/Clarms	Payor/Plan	Eff. Date Terr	n. Date Member ID	Employer Group Filing C
	BC/BS PPO BC/BS PPO		YUS41115690702	1
	O TRICARE STANDARD TRICARE S	TANDARD		2

Click the Payor/Plan hyperlink for a specific row to view more details related to the selected coverage. This would typically be the **Coverage ID** associated with GlobalHealth. You may select '**View all coverages on file**' to view all Benefits for the selected patient.

Working with the In Basket

The In Basket is a tool to help you organize and coordinate several different clinical workflows requiring communication with other individuals. It organizes your messages to help prevent important communications from falling through the cracks. The In Basket is a central message store allowing you to view:

- ✓ Referral Authorizations
- ✓ Referral Denials
- ✓ Messages

In addition, the In Basket allows providers to create and send new messages for claims, referrals, or to the



GlobalHealth Customer Service Department. To access the In Basket, click the "In Basket" tab from any GlobalLink screen.

Globo	Health Home In Basket	Pt Lists Activities	Atient Utils Secure Log Out	aic
	My In Basket	In Basket	X 🖶 0	
	⊡ In Basket	New Msg + Refresh O Search		
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		Folder Summary - In Basket		
		Referral Message 13 / 17		
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	My In Basket			
	Attached In Baskets			
	Search Results			
	Opened Patient			
	My Out Basket			
	Logged in as: GLOBALLINK, MASTER		PlanLink™ licensed from Epic Systems Corporation, © 1997 - 2013 Epic Systems Corporation.	

Searching for Messages

Click $\stackrel{P}{\sim}$ Search to search for messages using various criteria. You may also save frequent searches for later use.

Sending Messages

To create and send a new message related to a claim, referral, or a general customer service request, perform the following steps:

- Click the arrow next to the
 New Msg
 button to select the type of message you want to send.
- \checkmark Enter a recipient for the message and write your message.
- \checkmark Fill out the remaining fields on the form and click Send Message

Working with Referrals

To create, print, or view a referral, the user must first locate and select a patient using the steps documented in the "Viewing Member Information" section (page 7). From the patient detail screen, click "Referrals/Claims."

	Mous	e, Mickey	Age: 51 yr Sex: M	old DOB: 11/15/1964 Member: YUS41115690702	Eff Dts: Group:		C Payor: PCP:	Jose patient reco TRICARE STANDAI WILLIAMS, WESLE
What's New	Referra	al by Member						• 6
Potient Profile Referrals/Claims Claim Review	Click on Search Re	on: Show All Referrals the referral ID to view r sults: 34 referrals four	ore information abo	out that referral				
	ID	Payor	Referred By	Referred To	Status	Start Date	Expiration Date	Creation Date
Referral by Member Referral by Provider	1356072	BC/BS PPO	ALLEN, MELINDA A	LUNN JR, CHARLES W	CANCEL	11/10/2015	02/08/2016	11/10/2015
	1354767	BC/BS PPO	ABOUHOULI, HASSAN	LUNN JR, CHARLES W	CANCEL	11/06/2015	02/04/2016	11/06/2015
	1354698	BC/BS PPO	ABBAS, SYED A	LUNN JR, CHARLES W	CANCEL	11/06/2015	02/04/2016	11/06/2015
	1310036	BC/BS PPO	ACKER, MATTHEW R	PHARMACY	CANCEL	08/05/2015	11/03/2015	08/05/2015
	1251355	BC/BS PPO	ABBAS, SYED A	HOME HEALTH AGENCY	CANCEL	04/06/2015	07/05/2015	04/06/2015
	1240221	BC/BS PPO	ABBAS, SYED A	ORTHOPEDIC SURGERY	CANCEL	03/12/2015	06/10/2015	03/12/2015
	1214042	BC/BS PPO	ABBAS, SYED A	PHYSICAL THERAPY	CANCEL	01/15/2015	04/15/2015	01/15/2015

Writing a New Referral

To write a new referral, "click on New Referral" from the menu on the left-hand side of the page. Writing a new referral involves providing data on several screens. The first screen captures general information about the referral, such as the priority and the type of the referral. Required fields are noted by a $\mathbf{0}$.

	Mouse, Mickey	Age: 51 yr.old D Sex M M	08 11/15/1964 mber: YUS41115690702	Eff Dis. Group:	Pays	WILLIAMS, WESLEY
What's Now	New Referral					0
	General Diagnoses/Procedures					
Referal &/ China: Chan by Nordex Chan by Nordex News Referal # 1502700 PCP: WILLIAMS WESLEY [M Priority: [Books] Class: Outgoing Referal By: (If you do not see your prov @ Provider: [Income] Referal To	36] ider, e-mail globall	ink.access@globalh	Status: Insurance: If Type: Number of visits: ealth.com)	New Request BC/BS PPO / BC/BS P (none)	P0	
	Provider:	Q		Vendor:		ş

Click vert when you are finished entering the basic referral information. The next page is the Diagnoses Procedures page. This page allows you to enter a diagnosis and/or procedure information that you want to associate with the referral. You may also enter

comments concerning the diagnosis, the procedure, or the referral in general. You must enter information in the Diagnoses and the Procedures fields to proceed to the next step in the referral process. You may enter multiple diagnoses and procedures for a referral.

	Mouse, Mickey Age 51 yr. old DOB: Sex: M Membe	Close patient record 11/15/1964 EE Dis Pager TBCCARE STANDARD In: YU541115600782 Group: PCP: WILLIAMS, WESLEY
What's New	New Referral	0
	General Diagnoses/Procedures	
Keterral/Chams Cham by Provider Cam by Provider New Referral Referral by Member Referral by Provider	Diagnoses ⓓ Diagnoses (coded): Procedures ⓓ Procedures (coded): Notes Note type: General♥ Note (Recommended): ⓓ	
		A Back of Barmari Bafarrat - M Cascal Barmari

Select a specific diagnosis code for the patient by one of the following methods.

- ✓ Type in the specific diagnosis code
- ✓ Type in part of the diagnosis name or a key word (e.g., diabetes), which will pull up a matching list from which to select
- \checkmark Click the \swarrow magnifying glass symbol for a selection list

Select a specific procedure code for the patient by one of the following methods. For procedures, make sure to enter a quantity.

- ✓ Type in the specific procedure code
- ✓ Type in part of the procedure name or a key word (e.g., cat scan, MRI), which will pull up a matching list from which to select
- \checkmark Click the \swarrow magnifying glass symbol for a selection list

To add referral notes, click on **(Recommended)** to pre-fill the Note text box with template guidelines. Enter all relevant information for the referral to be authorized within the Note box. You may attach documentation (I.E. Medical records, MRI scan results, etc) for further review. Allowed file types are PDF, JPEG, TIFF, TIF, and DOC. Once complete, click \checkmark Request Referral.

	Mouse, Mickey	Age: 51 yr. old Sex M	DOB 11/15/1964 Member YUS4111569070	Eff Dis Group		Close patient record Payor TRICARE STANDAR PCP WILLIAMS, WESLEY
What's New	New Referral					† 0
Patient Profile	General Diagnoses/Procedures					
Referrals/Claims Claim Review Claim by Provider	Notes	Note type: Genera te summary:	al 🗸			
Referral by Member Referral by Provider	Note (Rec	ommended):			^	
			Brou	10	~	
		Attachment: 10.0 M	IB total allowed	(30)		

The Referral Summary page provides an opportunity to review the referral. To send a message regarding this referral, click the P Referral Message button. To add a note, click Add Note/Attachment.

	Mouse, Mickey	Age: 51 yr. old Sex: M	DOB: Member:	11/15/1964 YUS41115690702	Eff Dts: Group:			Payor PCP	TRICARE STAN WILLIAMS, WE	SLE
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Patient Profile	Add Note/Atlachment DReferral Message									
Referrals/Claims										
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New Referral Referral by Member	GlobalHealth									
New Referral Referral by Member Referral by Provider	GlobalHealth									
New Referral Referral by Member Referral by Provider	GlobalHealth Provide the two weat									
New Referral Referral by Member Referral by Provider	ClobalHealth Party IDLA NATIONAL Patient Information Patient Name		Sex	Di	08		SSN			-
New Referral Referral by Member Referral by Provider	ClobalHeath Provide Net Net Net Net Net Net Net Net Net Ne		Sex Male	Di 11	OB 1/15/1964		SSN 999-29-29	29		-
New Referral Referral by Member Referral by Provider	Patient Information Patient Name Mouse, Mickey Patient Demographics		Sex Male	Di 11	08 1/15/1964		SSN 999-29-29	29		
New Referral Referral by Member Referral by Provider	ClobalHealth From the reserves Patient Information Patient Name Mouse, Mickey Patient Desngraphics Address		Sex Male	Di 11	08 //15/1964 ie		SSN 999-29-29	29		
New Referral by Member Referral by Provider	Patient Information Patient Name Mouse, Mickey Patient Demographics Address 3 DISNET NUM AVE OKLAHOMA OK 73036		Sex Male	Di 11 405- 405- 405-	OB //15/1964 123-1234 (Home) 123-1234 (Work) 123-4586 (Mobile	*Preferre	SSN 999-29-29 j*	29		

To send to a message to the GlobalHealth Utilization Management Department, click the Referral Message button and enter **UM** into the "To" field, and select a Utilization Management representative. This will send the message to that Utilization Management representative. Multiple representatives can be selected to receive the message. Fill in the "Subject" and "Note" fields and click \checkmark Send Message to complete.

	Mouse, Mickey	51 yr. old DOB 11/15/1964 M Member: YUS41115690702	Ell Dis. Group	Payor T PCP: V	RICARE STANDARD
What's New	Referral Details > New Referral M	essage			• •
Patient Profile	O To:		Q	O High	
Referrals/Claims	Subject:			Routine	
	Patient: Mouse, Mickey [836	71297]		ULow	
Claim by Provider	Referral: ID Referred I	By: Referred To	Status Start	Expires	
	1356072 ALLEN	MELINDA A LUNN JR, CHARL	ES W CANCEL 11/10/20	15 02/08/2016	
Referral by Member	() Note:				
Referral by Provider					
				^	

Viewing Referrals by Member

To review all referrals for a specific patient, click the "Referral by Member" link on the left side of the screen. By default, only the patient's active referrals are displayed. Active referrals include referrals that are new, open, authorized, or pending review. Select 'Show All Referrals' from the View Option tab at the top of the page to view all of the patient's referrals, including those that are closed, denied, and canceled. You may click on any Referral ID for referral summary. Data may be sorted by clicking the column headings.

GlobalHealth Verwertet, inservet	ne In Baske	et Pt Lists Activities			8 Patient	Utils Secure	Log Out	Epic	
	Mous	e, Mickey	Age: 51 yn Sex: M	r. old DOB: 11/15/1964 Member: YUS41115690702	Eff Dts: Group:		Payor PCP:	Close patient reco TRICARE STANDAF WILLIAMS, WESLEY	rd 2D 7
What's New	Referr	al by Member						• 0	
Patient Profile	View Opti	on: Show All Referrals	~						
Referrals/Claims	Click on	the referral ID to view	more information abo	out that referral					
Claim Review	Search Re	sults: 34 referrals fou	ad						
	ID	Payor	Referred By	Referred To	Status	Start Date	Expiration Date	Creation	1
Referral by Member	1356072	BC/BS PPO	ALLEN,	LUNN JR, CHARLES W	CANCEL	11/10/2015	02/08/2016	11/10/2015	
Reterral by Provider			MELINDA A						
	1354767	BC/BS PPO	ABOUHOULI, HASSAN	LUNN JR, CHARLES W	CANCEL	11/06/2015	02/04/2016	11/06/2015	
	1354698	BC/BS PPO	ABBAS, SYED A	LUNN JR, CHARLES W	CANCEL	11/06/2015	02/04/2016	11/06/2015	
	1310036	BC/BS PPO	ACKER, MATTHEW R	PHARMACY	CANCEL	08/05/2015	11/03/2015	08/05/2015	
	1251355	BC/BS PPO	ABBAS, SYED A	HOME HEALTH AGENCY	CANCEL	04/06/2015	07/05/2015	04/06/2015	
	1240221	BC/BS PPO	ABBAS, SYED A	ORTHOPEDIC SURGERY	CANCEL	03/12/2015	06/10/2015	03/12/2015	
	1214042	BC/BS PPO	ABBAS, SYED A	PHYSICAL THERAPY	CANCEL	01/15/2015	04/15/2015	01/15/2015	
	1202813		ABBAS, SYED A	ORTHOPEDIC SURGERY	CANCEL	12/18/2014	03/18/2015	12/18/2014	
	Logged in as: G	LOBALLINK, MASTER			PlanLink** licensed	from Epic Systems Cor	poration, @ 1997 - 20	13 Epic Systems Corporat	ion.

Viewing Referrals by Provider

Users may review all active referrals made to a particular clinician over a given time period on the Referral by Provider page. Enter search criteria including the Provider's name, and date range. Blank date fields will list all referrals; otherwise they are filtered by the provided dates. Click the Referral ID to view a referral summary.

				= 0
	Referral by Provider			
	Enter a date range and press Search to display effective r	eferrals.		
Referrals/Claims	Bafes To Bassidari			
	From Date: 10	Ta Data		
	From Date. 12	1/2015 III 10 Date	Search	
Referral by Provider				

Pharmacy Referrals

Users may create a referral for GlobalHealth Pharmacy Prior Authorization by completing the following steps:

- Click "Select Patient"
- Search for your patient using the fields provided
- Choose your patient from the list of search results, or add new patients using the "First Access" link (if necessary)
- Click Referrals
- In the Type drop-down list, choose "PHARMACY"
- In the Provider drop-down list, choose the applicable prescriber's name
- If necessary, search for the prescriber's specialty using the magnifying glass at the right of the "Prov. specialty" box
- Click Next (or click the Diagnoses/Procedures tab)
- Type or search for the applicable diagnosis code (you may add more than one if needed)
- Type or search for the applicable procedure code (you may add more than one if needed) Remember that most *J* codes are classified by the generic name of the drug (even if the drug is only available as a brand). Below are some common misc/NOC codes you might use:
 - J8499: Oral non-chemotherapy drugs
 - J8999: Oral chemotherapy drugs
 - J9999: Chemotherapy drugs
 - J3490: Unclassified injections (may also be used for any miscellaneous drug)
 - A full listing of Step Therapy drug questionnaires is provided in Appendix A
- For medications that the patient will be picking up at a retail pharmacy, don't worry about filling in the quantity field
- Click in the Note field (the large text box). The questionnaires are loaded as "Smart Phrases," and can be accessed by typing a dot (".") followed by the Smart Phrase name. All medication-related questionnaires will start with "RX." For instance, to use

the ARB Step Therapy Questionnaire, type ".RXARBSTEPTX" (note that as you start to type, the menu will pop up and move to the appropriate selection; the more you type, the more accurate the selection will be).

- Click the name of the questionnaire you want, and the questionnaire will appear in the Note field. If you choose the wrong one, select all the text in the field and delete it, and start over with the Smart Phrase name
- Answer the questions. For Yes/No or other multiple choice questions, type an X in the parentheses next to the correct answer:
 - (X)Yes ()No
- Please read each question and the available options carefully before choosing your answer. For questions requiring a written answer, simply type the information in the blank space provided

NOTE: If you are inactive for too long, your GlobalLink session will expire and you could lose your work. If you need additional time, you can copy and paste the questionnaire into another program, such as Microsoft Word, and then copy and paste it back into the Note field when you are finished.

Once you've completed the questionnaire, please take a moment to review the information and ensure that you have answered all questions thoroughly and correctly. Once the request is submitted, you will not be able to make changes, so it's important to be accurate.

When you are ready, click the "Request Referral" button. Once submitted, you will be able to see the status of the referral as soon as a decision is made. The GlobalHealth pharmacy team will load any necessary overrides to ensure the patient's prescription will process according to their benefits.

If you would like to fax supporting documentation, such as lab reports, please send it to 405.280.5613. On the cover page, please include the following information:

Patient name DOB GlobalHealth ID number Referral #

In addition to the determination being viewable in GlobalLink, both you and your patient will receive a written response soon after the decision is made.

If you need to speak to a GlobalHealth Pharmacy team member, please feel free to call 918.878.7361. You may also call the toll-free customer service number and choose the Medication Prior Authorization option. If we are not available, please leave a message and someone will call you back as soon as possible.

GlobalHealth Pharmacy Department Phone: 918.878.7361 Fax: 405.280.5613 **gh.pharmacy@globalhealth.com** (Please do not send confidential patient information by email)

Checking Claims Status

Viewing Claims

This feature allows providers to view the AP Claims that they are involved with for specific patients. Providers can view different types of information about their patients' AP Claims, such as claim number, service date, date that the claim was received, status of the claim, and a detailed report concerning the claim. Select a provider from the drop-down list to view claims for the selected provider.

Whatshew					
Patient Profile	Select	a Provider: MAJOR III, TROY E [14258]	\checkmark	
Referrals/Claims	Claim #	Svc Frm Dt	Clm Rcv Dt	Status	
Claim Review	2369236	01/15/2013	01/25/2013	Check Mailed	
Claim by Provider					
New Referral	2362706	01/15/2013	01/23/2013	Check Mailed	
Referral by Member	2354270	01/02/2013	01/11/2013	Check Mailed	

Click on the Claim # to view detailed information for the claim. Scroll down the page to view all information.

GlobalHealth	😚 Home 📧 In E	Basket 😰 Pt Lists 🥙 Activit	ties	Patient Utils	Secure Log Out
Mouse, Mi	ckey	Age: 46 yr. old DOB: 11/15/19 Sex: M Member:	Group:	Payor PCP:	NO INSURANCE COVERAGE
> Eligibility	Claims Inquiry				<i>4</i> 🖉 🖉
Referrals Claims	Claim Details				Claim #: 1376461
Claim by Provider	Member	Name	<u>Member ID</u>	SSN	
GLOBALLINK, MASTER	Claim Dates	Date Received 03/15/2009		Service Date 03/05/2009	
	Coverage	Coverage Used GLOBALHEALTH, GH OCC 09		<u>Method Used</u> Primary Coverage	
	Status	Claim Status Pending	AP Status	Check Status	
	Physician(s)	Physician		Other Physician	
	Vendor	Englisenst Lie			
	Diagnoses	VSD- SHOLE UVEROMN			<u> </u>
					🖨 Back
				PlanLink™ licensed from Epic Systems Corporation, C	opyright @ 1997-2009. Patents pending.

Claims may also be located by provider or vendor. Click on the "Claim by Provider" link to open the Claim by Provider/Vendor page. The page provides filter criteria to filter claims by

provider, vendor and within a date range. Leave the date fields blank to search for all records. Click on the Claim # to view detailed information for the claim. Scroll down the page to view all information.

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Eligibility	Claims b	y Provider/Vendor				<i>4</i> 🗐
Referrals Claims	To search,	select the dates of service	e, choose a provider or vendor and click either "Searc	ch by Provider" or "	Search by Vende	or."
Claim Review Claim by Provider		From date:	3/24/2011	To date:		
Logged in as:		Provider on claim:	Disertanes, Wallane, e.	S	earch by Provider	
GLOBALLINK, MASTER	23	Vendor on claim:	ST WATHONY HERITIKIE FRAME / WEDICHE	▼ St	earch by Vendor	
	Search by	Provider: 1 claims fou	ind			
	Claim # 🔺	Member Name	Vendor	Svc Frm Dt	Clm Rcv Dt	Status
	1007258	ADDREED NOT BEEN ALL DREED NOT B	\$17.488(T46)4011403(\$77)3646(3.172 (\$7.86(36,1775)	09/24/2007	01/07/2008	Check Mailed
		R.				

Utilities

The "Utilities" page offers the ability to perform many administrative activities, such as

changing your GlobalLink password, choosing your patient selection preference, and configuring your default start page. To access the utilities page, click the "Utils"



button from the toolbar in the top right corner of the screen.

GlobalHealth Home In Basket Pt Lists Activities	Patient Utils Secure Log Out
Utilities	÷ 0
User Settings Change Password Change The password that you use to log in. Set Default Page Choose the page that appears by default when you log in or select a patient.	Patient Selection Preferences Specify the patient selection method that you would like to use by default.

Changing Your Password

To change your password, click the "Change Password" link from the Utilities page. Enter your old password and your new password, and then click $\sqrt[q]{Accept}$.

Global Health Home In Basket Pt Lists Activities				8 Patient	() Utils	Secure	Cog Out	q	pic
Utilities + Change Password							ē	0	
	Change Password Old password: New password: Re-enter new:								
	Required Item	Accept	X Cancel						

Setting Your Start Page

To set you default start page, click the "Set Default Page" link from the Utilities page. From this page you may change the page that appears by default after logging in to GlobalLink. If you choose a page that requires a patient to be selected, that activity is also used as your default page upon selecting a patient. It also appears when you close the patient. To set the default start page, navigate to the page you want to appear by default and click "Set Default Page" at the top of the banner.



To revert back to the standard system home page, click the "Click here to clear your default page and use the system settings instead" button, from the "Utils" page.

Patient Selection Preferences

To specify your patient selection method, click the "Patient Selection Preferences" link from the Utilities page. Clicking "Patient Search" lets you search for a patient by Name, Medical Record Number, or Social Security Number. You may also use birth date and sex to narrow your search. "Patient List" displays all patients that you can access. The currently defaulted selection is indicated by the (Current default) designation.



Securing Your Session

Securing your session allows you to lock your page for 10 minutes while you step away from your computer. This will lock your session until you are

ready to resume. To secure your session, click on the "Secure" button in the tool bar at top of page.

Patient Util	Secure	C Log Out	Epic
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You may resume your session by entering your password. Sessions are secured for 10 minutes before your GlobalLink session is terminated and your browser is redirected to the login page.



Troubleshooting and FAQ

The troubleshooting and frequently asked questions (FAQ) section outlines common questions, known issues, and other frequently asked information. This section is updated often based on end-user feedback. To suggest an addition to the FAQ section, please contact GlobalHealth Technical Support via email at **helpdesk@globalhealth.com**.

Issue/Question	Answer/Resolution
Where do I obtain training on GlobalLink?	Contact GlobalHealth Provider Relations at provider.relations@globalhealth.com to schedule an in-service training session. Provider Relations also sponsors a monthly recurring GlobalLink training web meeting on the second Tuesday of each month at 12:00PM. To register for this session please visit http://globalhealth.com/globallink.aspx to schedule virtual training via web conferencing.
How do I get a GlobalLink ID?	Visit www.globalhealth.com/globallink.aspx, and submit the request through 'Request a new GlobalLink Account' tab. Alternatively you may email Provider Relations at provider.relations@globalhealth.com
What if I have forgotten my password?	Call the GlobalHealth IT Help Desk at 405.280.5647 (Oklahoma City Metro) or 877.280.5647 (toll-free), Monday through Friday between 9:00 AM CDT and 5:00 PM CDT. Alternatively you may email the GlobalHealth IT Help Desk at helpdesk@globalhealth.com
Can our organization use a shared ID?	No. HIPAA Access Control §164.312(a)(1) prevents shared user IDs.

Appendix A – GlobalHealth Step Therapy Alphabetical Drug Listing

The troubleshooting and frequently asked questions (FAQ) section outlines common questions, known

To prescribed this drug*:	Use this questionnaire:
Accolate	RXLEUKOTRIENESTEPTX (Leukotriene Pathway Inhibitor Step Therapy)
Accupril	RXACESTEPTX (ACE Inhibitor Step Therapy)
Accuretic	RXACESTEPTX (ACE Inhibitor Step Therapy)
Aceon	RXACESTEPTX (ACE Inhibitor Step Therapy)
AcipHex	RXPPISTEPTX (Proton Pump Inhibitors Step Therapy)
Actonel	RXBISPHOSPHONATESSTEPTX (Bisphosphonates Step Therapy)
Actoplus Met/Actoplus Met XR	RXTZDSTEPTX (Thiazolidinediones Step Therapy)
Actos	RXTZDSTEPTX (Thiazolidinediones Step Therapy)
Adapalene cream/gel	RXDERM
Advair Diskus/HFA	RXLABA (Long Acting Beta Agonist/Steroid Combination)
Altace	RXACESTEPTX (ACE Inhibitor Step Therapy)
Altoprev	RXHMGSTEPTX (HMG-CoA Reductase Inhibitors Step Therapy)
Ambien/Ambien CR	RXHYPNOTICSTEPTX (Sedative/Hypnotics Step Therapy)
Anaprox/Anaprox DS	RXNSAIDSTEPTX (NSAID Step Therapy)
Ansaid	RXNSAIDSTEPTX (NSAID Step Therapy)
Antara	RXFENOFIBRATESTEPTX (Fenofibrate Step Therapy)
Aricept	RXALZHEIMERSSTEPTX (Alzheimer's Step Therapy)
Arthrotec	RXNSAIDSTEPTX (NSAID Step Therapy)
Atacand/Atacand HCT	RXARBSTEPTX (ARB Step Therapy)
Atelvia	RXBISPHOSPHONATESSTEPTX (Bisphosphonates Step Therapy)
Atralin	RXDERM
Avalide	RXARBSTEPTX (ARB Step Therapy)
Avandamet	RXTZDSTEPTX (Thiazolidinediones Step Therapy)
Avandaryl	RXTZDSTEPTX (Thiazolidinediones Step Therapy)
Avandia	RXTZDSTEPTX (Thiazolidinediones Step Therapy)
Avapro	RXARBSTEPTX (ARB Step Therapy)
Avinza	RXLAOPIOIDSTEPTX (Long-Acting Opioid Step Therapy)
Avita cream/gel	RXDERM
Avodart	RXBPHSTEPTX (Benign Prostatic Hypertrophy Step Therapy)

Azor	RXARBSTEPTX (ARB Step Therapy)
Beconase AQ	RXNASALSTEROIDSTEPTX (Nasal Steroids Step Therapy)
Benicar/Benicar HCT	RXARBSTEPTX (ARB Step Therapy)
Caduet	RXHMGSTEPTX (HMG-CoA Reductase Inhibitors Step Therapy)
Cambia	RXNSAIDSTEPTX (NSAID Step Therapy)
Capoten	RXACESTEPTX (ACE Inhibitor Step Therapy)
Capozide	RXACESTEPTX (ACE Inhibitor Step Therapy)
Cataflam	RXNSAIDSTEPTX (NSAID Step Therapy)
Celebrex	RXCOX2STEPTX (COX-2 Inhibitor Step Therapy)
Celexa	RXSSRISTEPTX (Selective Serotonin Reuptake Inhibitor Step Tx)
Clarinex/Clarinex-D	RXANTIHISTAMINESTEPTX (Non-Sedating Antihistamine Step Tx)
Clinoril	RXNSAIDSTEPTX (NSAID Step Therapy)
Cognex	RXALZHEIMERSSTEPTX (Alzheimer's Step Therapy)
Colestid	RXBILEACIDSTEPTX (Bile Acid Sequestrant Step Therapy)
Cozaar	RXARBSTEPTX (ARB Step Therapy)
Crestor	RXHMGSTEPTX (HMG-CoA Reductase Inhibitors Step Therapy)
Cymbalta	RXSNRISTEPTX (Serotonin-Norepinephrine Reuptake Inhibitor Step Tx)
Daypro	RXNSAIDSTEPTX (NSAID Step Therapy)
Detrol/Detrol LA	RXOABSTEPTX (Overactive Bladder Step Therapy)
Dexilant	RXPPISTEPTX (Proton Pump Inhibitors Step Therapy)
Diovan/Diovan HCT	RXARBSTEPTX (ARB Step Therapy)
Differin cream/lotion/gel	RXDERM
Ditropan/Ditropan XL	RXOABSTEPTX (Overactive Bladder Step Therapy)
Duetact	RXTZDSTEPTX (Thiazolidinediones Step Therapy)
Edluar	RXHYPNOTICSTEPTX (Sedative/Hypnotics Step Therapy)
Effexor/Effexor XR	RXSNRISTEPTX (Serotonin-Norepinephrine Reuptake Inhibitor Step Tx)
Elidel	RXTOPICALIMMUNOSTEPTX (Topical Immunomodulators Step Tx)
Embeda	RXLAOPIOIDSTEPTX (Long-Acting Opioid Step Therapy)
Enablex	RXOABSTEPTX (Overactive Bladder Step Therapy)
Exalgo	RXLAOPIOIDSTEPTX (Long-Acting Opioid Step Therapy)
Exelon	RXALZHEIMERSSTEPTX (Alzheimer's Step Therapy)
Exforge/Exforge HCT	RXARBSTEPTX (ARB Step Therapy)
Feldene	RXNSAIDSTEPTX (NSAID Step Therapy)

Fenoglide	RXFENOFIBRATESTEPTX (Fenofibrate Step Therapy)
Fibricor	RXFENOFIBRATESTEPTX (Fenofibrate Step Therapy)
Flector	RXNSAIDSTEPTX (NSAID Step Therapy)
Flonase	RXNASALSTEROIDSTEPTX (Nasal Steroids Step Therapy)
Fosamax tabs/solution, Fosamax+D	RXBISPHOSPHONATESSTEPTX (Bisphosphonates Step Therapy)
Gelnique	RXOABSTEPTX (Overactive Bladder Step Therapy)
Hyzaar	RXARBSTEPTX (ARB Step Therapy)
IC400/IC800	RXNSAIDSTEPTX (NSAID Step Therapy)
Indocin/Indocin SR	RXNSAIDSTEPTX (NSAID Step Therapy)
Jalyn	RXBPHSTEPTX (Benign Prostatic Hypertrophy Step Therapy)
Janumet/Janumet XR	RXDPP4STEPTX (DPP-4 Inhibitor Step Therapy)
Januvia	RXDPP4STEPTX (DPP-4 Inhibitor Step Therapy)
Jentadueto	RXDPP4STEPTX (DPP-4 Inhibitor Step Therapy)
Kadian	RXLAOPIOIDSTEPTX (Long-Acting Opioid Step Therapy)
Kombiglyze XR	RXDPP4STEPTX (DPP-4 Inhibitor Step Therapy)
Lescol/Lescol XL	RXHMGSTEPTX (HMG-CoA Reductase Inhibitors Step Therapy)
Lexapro	RXSSRISTEPTX (Selective Serotonin Reuptake Inhibitor Step Tx)
Lexxel	RXACESTEPTX (ACE Inhibitor Step Therapy)
Lipitor	RXHMGSTEPTX (HMG-CoA Reductase Inhibitors Step Therapy)
Lipofen	RXFENOFIBRATESTEPTX (Fenofibrate Step Therapy)
Lodine/Lodine XL	RXNSAIDSTEPTX (NSAID Step Therapy)
Lofibra	RXFENOFIBRATESTEPTX (Fenofibrate Step Therapy)
Lotensin/Lotensin HCT	RXACESTEPTX (ACE Inhibitor Step Therapy)
Lunesta	RXHYPNOTICSTEPTX (Sedative/Hypnotics Step Therapy)
Luvox CR	RXSSRISTEPTX (Selective Serotonin Reuptake Inhibitor Step Tx)
Mavik	RXACESTEPTX (ACE Inhibitor Step Therapy)
Mevacor	RXHMGSTEPTX (HMG-CoA Reductase Inhibitors Step Therapy)
Micardis/Micardis HCT	RXARBSTEPTX (ARB Step Therapy)
Mobic	RXNSAIDSTEPTX (NSAID Step Therapy)
Monopril/Monopril HCT	RXACESTEPTX (ACE Inhibitor Step Therapy)
Motrin	RXNSAIDSTEPTX (NSAID Step Therapy)
MS Contin	RXLAOPIOIDSTEPTX (Long-Acting Opioid Step Therapy)
Nalfon	RXNSAIDSTEPTX (NSAID Step Therapy)

Naprelan	RXNSAIDSTEPTX (NSAID Step Therapy)
Naprosyn	RXNSAIDSTEPTX (NSAID Step Therapy)
Nasacort AQ	RXNASALSTEROIDSTEPTX (Nasal Steroids Step Therapy)
Nasarel	RXNASALSTEROIDSTEPTX (Nasal Steroids Step Therapy)
Nasonex	RXNASALSTEROIDSTEPTX (Nasal Steroids Step Therapy)
Nexium	RXPPISTEPTX (Proton Pump Inhibitors Step Therapy)
Omeprazole-Sodium Bicarbonate	RXPPISTEPTX (Proton Pump Inhibitors Step Therapy)
Omnaris	RXNASALSTEROIDSTEPTX (Nasal Steroids Step Therapy)
Onglyza	RXDPP4STEPTX (DPP-4 Inhibitor Step Therapy)
Opana ER	RXLAOPIOIDSTEPTX (Long-Acting Opioid Step Therapy)
Oramorph SR	RXLAOPIOIDSTEPTX (Long-Acting Opioid Step Therapy)
Orudis	RXNSAIDSTEPTX (NSAID Step Therapy)
OxyContin	RXLAOPIOIDSTEPTX (Long-Acting Opioid Step Therapy)
Oxytrol	RXOABSTEPTX (Overactive Bladder Step Therapy)
Paxil/Paxil CR	RXSSRISTEPTX (Selective Serotonin Reuptake Inhibitor Step Tx)
Peg-Intron	RXPEG
Pegasys	RXPEG
Pennsaid	RXNSAIDSTEPTX (NSAID Step Therapy)
Pexeva	RXSSRISTEPTX (Selective Serotonin Reuptake Inhibitor Step Tx)
Ponstel	RXNSAIDSTEPTX (NSAID Step Therapy)
Pravachol	RXHMGSTEPTX (HMG-CoA Reductase Inhibitors Step Therapy)
Prevacid	RXPPISTEPTX (Proton Pump Inhibitors Step Therapy)
Prevalite	RXBILEACIDSTEPTX (Bile Acid Sequestrant Step Therapy)
Prilosec	RXPPISTEPTX (Proton Pump Inhibitors Step Therapy)
Prinivil	RXACESTEPTX (ACE Inhibitor Step Therapy)
Prinzide	RXACESTEPTX (ACE Inhibitor Step Therapy)
Pristiq	RXSNRISTEPTX (Serotonin-Norepinephrine Reuptake Inhibitor Step Tx)
Proscar	RXBPHSTEPTX (Benign Prostatic Hypertrophy Step Therapy)
Protonix	RXPPISTEPTX (Proton Pump Inhibitors Step Therapy)
Protopic	RXTOPICALIMMUNOSTEPTX (Topical Immunomodulators Step Tx)

Prozac/Prozac Weekly	RXSSRISTEPTX (Selective Serotonin Reuptake Inhibitor Step Tx)
Questran/Questran Light	RXBILEACIDSTEPTX (Bile Acid Sequestrant Step Therapy)
Razadyne/Razadyne ER	RXALZHEIMERSSTEPTX (Alzheimer's Step Therapy)
Relafen	RXNSAIDSTEPTX (NSAID Step Therapy)
Retin-A/Retin-A Micro	RXDERM
Rhinocort Aqua	RXNASALSTEROIDSTEPTX (Nasal Steroids Step Therapy)
Rozerem	RXHYPNOTICSTEPTX (Sedative/Hypnotics Step Therapy)
Sanctura/Sanctura XR	RXOABSTEPTX (Overactive Bladder Step Therapy)
Sarafem	RXSSRISTEPTX (Selective Serotonin Reuptake Inhibitor Step Tx)
Savella	RXSNRISTEPTX (Serotonin-Norepinephrine Reuptake Inhibitor Step Tx)
Singulair	RXLEUKOTRIENESTEPTX (Leukotriene Pathway Inhibitor Step Therapy)
Sonata	RXHYPNOTICSTEPTX (Sedative/Hypnotics Step Therapy)
Symbicort	RXLABA (Long Acting Beta Agonist/Steroid Combination)
Tarka	RXACESTEPTX (ACE Inhibitor Step Therapy)
Tazorac cream/gel	RXDERM
Tekturna/Tekturna HCT	RXRENINSTEPTX (Renin Angiotensin System Antagonists Step Tx)
Teveten/Teveten HCT	RXARBSTEPTX (ARB Step Therapy)
Toradol	RXNSAIDSTEPTX (NSAID Step Therapy)
Toviaz	RXOABSTEPTX (Overactive Bladder Step Therapy)
Tradjenta	RXDPP4STEPTX (DPP-4 Inhibitor Step Therapy)
Tretinoin cream/gel	RXDERM
Tretin-X	RXDERM
Tricor	RXFENOFIBRATESTEPTX (Fenofibrate Step Therapy)
Triglide	RXFENOFIBRATESTEPTX (Fenofibrate Step Therapy)
Trilipix	RXFENOFIBRATESTEPTX (Fenofibrate Step Therapy)
Twynsta	RXARBSTEPTX (ARB Step Therapy)
Uniretic	RXACESTEPTX (ACE Inhibitor Step Therapy)
Univasc	RXACESTEPTX (ACE Inhibitor Step Therapy)
Valturna	RXRENINSTEPTX (Renin Angiotensin System Antagonists Step Tx)
Vaseretic	RXACESTEPTX (ACE Inhibitor Step Therapy)
Vasotec	RXACESTEPTX (ACE Inhibitor Step Therapy)
Venlafaxine ER	RXSNRISTEPTX (Serotonin-Norepinephrine Reuptake Inhibitor Step Tx)

Veramyst	RXNASALSTEROIDSTEPTX (Nasal Steroids Step Therapy)
Vesicare	RXOABSTEPTX (Overactive Bladder Step Therapy)
Viibryd	RXSSRISTEPTX (Selective Serotonin Reuptake Inhibitor Step Tx)
Voltaren/Voltaren XR/Voltaren gel	RXNSAIDSTEPTX (NSAID Step Therapy)
Vytorin	RXHMGSTEPTX (HMG-CoA Reductase Inhibitors Step Therapy)
Welchol	RXBILEACIDSTEPTX (Bile Acid Sequestrant Step Therapy)
Xyzal	RXANTIHISTAMINESTEPTX (Non-Sedating Antihistamine Step Tx)
Zegerid	RXPPISTEPTX (Proton Pump Inhibitors Step Therapy)
Zestoretic	RXACESTEPTX (ACE Inhibitor Step Therapy)
Zestril	RXACESTEPTX (ACE Inhibitor Step Therapy)
Zipsor	RXNSAIDSTEPTX (NSAID Step Therapy)
Zocor	RXHMGSTEPTX (HMG-CoA Reductase Inhibitors Step Therapy)
Zoloft	RXSSRISTEPTX (Selective Serotonin Reuptake Inhibitor Step Tx)
Zyflo/Zyflo CR	RXLEUKOTRIENESTEPTX (Leukotriene Pathway Inhibitor Step Therapy)

* All brand names ${}^{\rm \tiny M}$ or ${}^{\rm \tiny R}$ their respective manufacturers