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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

# Accessing GlobalLink

Access to GlobalLink requires a unique username and password. To request a GlobalLink user account, visit [www.globalhealth.com/globallink.aspx](http://www.globalhealth.com/globallink.aspx), and submit the request through ‘Request a new GlobalLink Account’ tab.

<table>
<thead>
<tr>
<th>Technical support:</th>
<th>(405) 280-5647 or (877) 280-5647 <a href="mailto:helpdesk@globalhealth.com">helpdesk@globalhealth.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>User access requests:</td>
<td><a href="mailto:provider.relations@globalhealth.com">provider.relations@globalhealth.com</a></td>
</tr>
<tr>
<td>Training Requests</td>
<td><a href="mailto:gltraining@globalhealth.com">gltraining@globalhealth.com</a></td>
</tr>
</tbody>
</table>

GlobalLink may be accessed over the internet at [http://www.globalhealth.com](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](http://www.globalhealth.com). From the GlobalHealth home page, pictured below, select “Providers” and “GlobalLink.”
From the GlobalLink home page, take note of the system requirements and click the “Sign In to GlobalLink” hyperlink, as illustrated below.

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 icon to view information about the activity in which you are working, or the 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 Search.
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.
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.

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.

Searching for Messages

Click the Search icon 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 button to select the type of message you want to send.
√ Enter a recipient for the message and write your message.
√ 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.”

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 🔴.

Click ➔ Next 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.

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

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 **Send Message** to complete.
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.

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.

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.

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

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.
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.

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 ✓ Accept.

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.

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.

<table>
<thead>
<tr>
<th>Issue/Question</th>
<th>Answer/Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where do I obtain training on GlobalLink?</td>
<td>Contact GlobalHealth Provider Relations at <a href="mailto:provider.relations@globalhealth.com">provider.relations@globalhealth.com</a> 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 <a href="http://globalhealth.com/globallink.aspx">http://globalhealth.com/globallink.aspx</a> to schedule virtual training via web conferencing.</td>
</tr>
<tr>
<td>How do I get a GlobalLink ID?</td>
<td>Visit <a href="http://www.globalhealth.com/globallink.aspx">www.globalhealth.com/globallink.aspx</a>, and submit the request through 'Request a new GlobalLink Account' tab. Alternatively you may email Provider Relations at <a href="mailto:provider.relations@globalhealth.com">provider.relations@globalhealth.com</a></td>
</tr>
<tr>
<td>What if I have forgotten my password?</td>
<td>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 <a href="mailto:helpdesk@globalhealth.com">helpdesk@globalhealth.com</a></td>
</tr>
<tr>
<td>Can our organization use a shared ID?</td>
<td>No. HIPAA Access Control §164.312(a)(1) prevents shared user IDs.</td>
</tr>
</tbody>
</table>
## Appendix A – GlobalHealth Step Therapy Alphabetical Drug Listing

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

<table>
<thead>
<tr>
<th>To prescribed this drug*</th>
<th>Use this questionnaire:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accolate</td>
<td>RXLEUKOTRIENESTEPTX (Leukotriene Pathway Inhibitor Step Therapy)</td>
</tr>
<tr>
<td>Accupril</td>
<td>RXACESTEPTX (ACE Inhibitor Step Therapy)</td>
</tr>
<tr>
<td>Accuretic</td>
<td>RXACESTEPTX (ACE Inhibitor Step Therapy)</td>
</tr>
<tr>
<td>Aceon</td>
<td>RXACESTEPTX (ACE Inhibitor Step Therapy)</td>
</tr>
<tr>
<td>AcipHex</td>
<td>RXPPISTEPTX (Proton Pump Inhibitors Step Therapy)</td>
</tr>
<tr>
<td>Actonel</td>
<td>RXBISPHOSPHONATESSTEPTX (Bisphosphonates Step Therapy)</td>
</tr>
<tr>
<td>Actoplus Met/Actoplus Met XR</td>
<td>RXTZDSTEPTX (Thiazolidinediones Step Therapy)</td>
</tr>
<tr>
<td>Actos</td>
<td>RXTZDSTEPTX (Thiazolidinediones Step Therapy)</td>
</tr>
<tr>
<td>Adapalene cream/gel</td>
<td>RXDERM</td>
</tr>
<tr>
<td>Advair Diskus/HFA</td>
<td>RXLABA (Long Acting Beta Agonist/Steroid Combination)</td>
</tr>
<tr>
<td>Altace</td>
<td>RXACESTEPTX (ACE Inhibitor Step Therapy)</td>
</tr>
<tr>
<td>Altoprev</td>
<td>RXHMGSTEPTX (HMG-CoA Reductase Inhibitors Step Therapy)</td>
</tr>
<tr>
<td>Ambien/Ambien CR</td>
<td>RXHYPNOTICSTEPTX (Sedative/Hypnotics Step Therapy)</td>
</tr>
<tr>
<td>Anaprox/Anaprox DS</td>
<td>RXNSAIDSTEPTX (NSAID Step Therapy)</td>
</tr>
<tr>
<td>Ansaid</td>
<td>RXNSAIDSTEPTX (NSAID Step Therapy)</td>
</tr>
<tr>
<td>Antara</td>
<td>RXFENOFIBRATESTEPTX (Fenofibrate Step Therapy)</td>
</tr>
<tr>
<td>Aricept</td>
<td>RXALZHEIMERSSTEPTX (Alzheimer’s Step Therapy)</td>
</tr>
<tr>
<td>Arthrotec</td>
<td>RXNSAIDSTEPTX (NSAID Step Therapy)</td>
</tr>
<tr>
<td>Atacand/Atacand HCT</td>
<td>RXARBSTEPTX (ARB Step Therapy)</td>
</tr>
<tr>
<td>Atelvia</td>
<td>RXBISPHOSPHONATESSTEPTX (Bisphosphonates Step Therapy)</td>
</tr>
<tr>
<td>Atralin</td>
<td>RXDERM</td>
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<tr>
<td>Avalide</td>
<td>RXARBSTEPTX (ARB Step Therapy)</td>
</tr>
<tr>
<td>Avandamet</td>
<td>RXTZDSTEPTX (Thiazolidinediones Step Therapy)</td>
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<td>Avandaryl</td>
<td>RXTZDSTEPTX (Thiazolidinediones Step Therapy)</td>
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<td>Avandia</td>
<td>RXTZDSTEPTX (Thiazolidinediones Step Therapy)</td>
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<td>Avapro</td>
<td>RXARBSTEPTX (ARB Step Therapy)</td>
</tr>
<tr>
<td>Avinza</td>
<td>RXLAOPIOIDSTEPTX (Long-Acting Opioid Step Therapy)</td>
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<tr>
<td>Avita cream/gel</td>
<td>RXDERM</td>
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<tr>
<td>Avodart</td>
<td>RXBPHSTEPTX (Benign Prostatic Hypertrophy Step Therapy)</td>
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<td>Drug</td>
<td>Step Therapy</td>
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<td>Azor</td>
<td>ARB Step Therapy</td>
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<td>Beconase AQ</td>
<td>Nasal Steroids Step Therapy</td>
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<td>Benicar/Benicar HCT</td>
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<td>Caduet</td>
<td>HMG-CoA Reductase Inhibitors Step Therapy</td>
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<td>Cambia</td>
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<td>Clinoril</td>
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<td>Colestid</td>
<td>Bile Acid Sequestrant Step Therapy</td>
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<td>Cozaar</td>
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<td>Detrol/Detrol LA</td>
<td>Overactive Bladder Step Therapy</td>
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<td>Dexilant</td>
<td>Proton Pump Inhibitors Step Therapy</td>
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<td>Diovan/Diovan HCT</td>
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<td>Differin cream/lotion/gel</td>
<td>DERM</td>
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<td>Ditropan/Ditropan XL</td>
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<td>Duetact</td>
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<td>Edluar</td>
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<td>Effexor/Effexor XR</td>
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<td>Elidel</td>
<td>Topical Immunomodulators Step Tx</td>
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<td>Embeda</td>
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<td>ARB Step Therapy</td>
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<td>Fenoglide</td>
<td>RXFENOFIBRATESTEPTX (Fenofibrate Step Therapy)</td>
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* All brand names ™ or ® their respective manufacturers