



**GlobalHealth, Inc**  
**GlobalLink Training**  
**Manual**  
**Version 3.1**

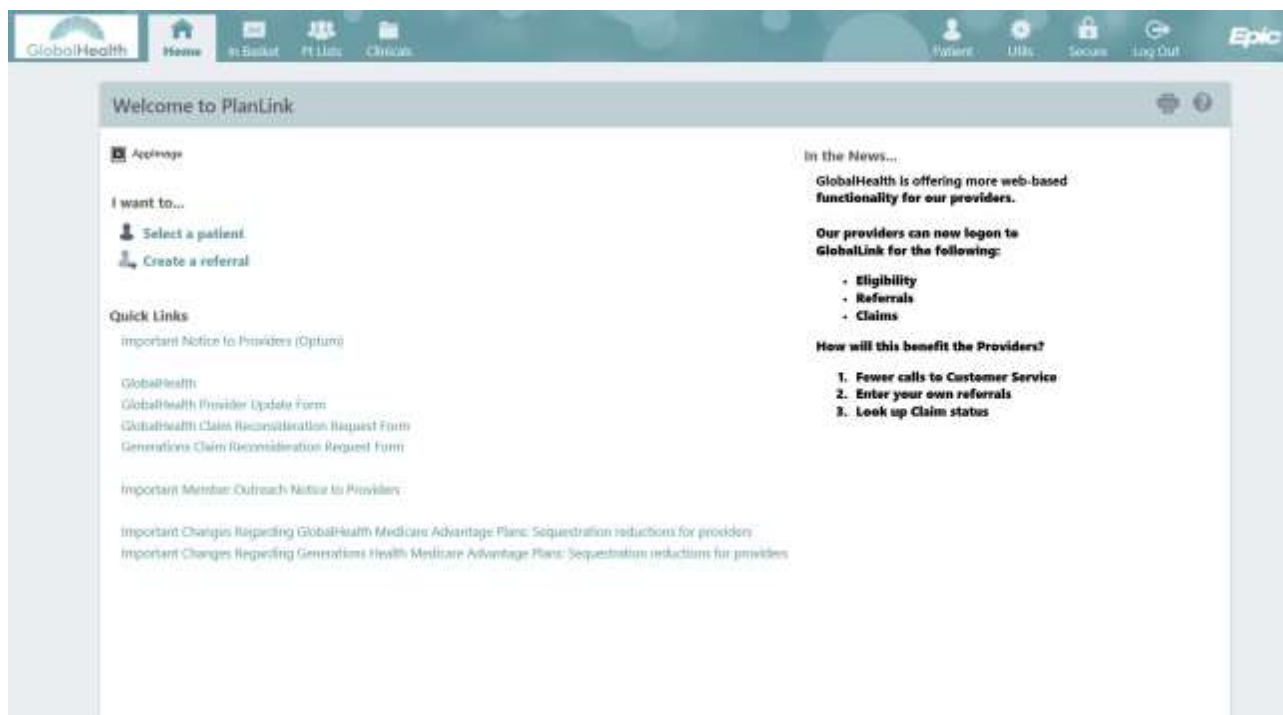
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## Overview

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
- ✓ View RA Reports
- ✓ Communicate with GlobalHealth Provider Networks



**Note: The GlobalLink training manual is updated regularly. Please check <http://www.globalhealth.com/globalink> 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/globalink.aspx](http://www.globalhealth.com/globalink.aspx), and submit the request through 'Request a new GlobalLink Account' tab.

Technical support:	(405) 280-5647 or (877) 280-5647 <a href="mailto:helpdesk@globalhealth.com">helpdesk@globalhealth.com</a>
User access requests:	<a href="mailto:globalink.access@globalhealth.com">globalink.access@globalhealth.com</a>

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 "For Providers", "GlobalLink", and "Login to GlobalLink."

The screenshot shows the GlobalHealth website header with a navigation menu. The 'GlobalLink' option is expanded, showing the following sub-menu items:

- Request GlobalLink Access
- Request GlobalLink Training
- GlobalLink User Manual
- Login to GlobalLink
- Quality Improvement Program
- Open Administration

The main content area features a banner for the 'Our Generations State of Oklahoma Retiree Medicare Advantage plan premium is decreasing for 2017.' with a 'GO' button and a photo of a smiling couple.

If you do not currently have access to GlobalLink, you can select "Request GlobalLink Access", as shown below, to submit a request to GlobalLink. Note that GlobalLink™ is only available to contracted providers. Please allow 7 business days to process your request.

The screenshot shows the 'GLOBALLINK ACCESS REQUEST' page. The breadcrumb trail is: Home > Providers > GlobalLink Access Request. The page title is 'GLOBALLINK ACCESS REQUEST'. Below the title, there is a section for 'GLOBALLINK ACCESS REQUEST' with the following text:

Please complete the form below to request access to GlobalLink™. Note that GlobalLink™ is only available to contracted providers. Please allow 7 business days to process your request.

To request multiple users, please submit a separate form for each user. Alternatively you may contact Provider Relations ([globallink.access@globalhealth.com](mailto:globallink.access@globalhealth.com)) to request a Bulk User Access Request Form.

The form includes the following fields:

- 9-digit Tax ID: \* (with an empty input box)
- NPI: \*

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](mailto: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.*

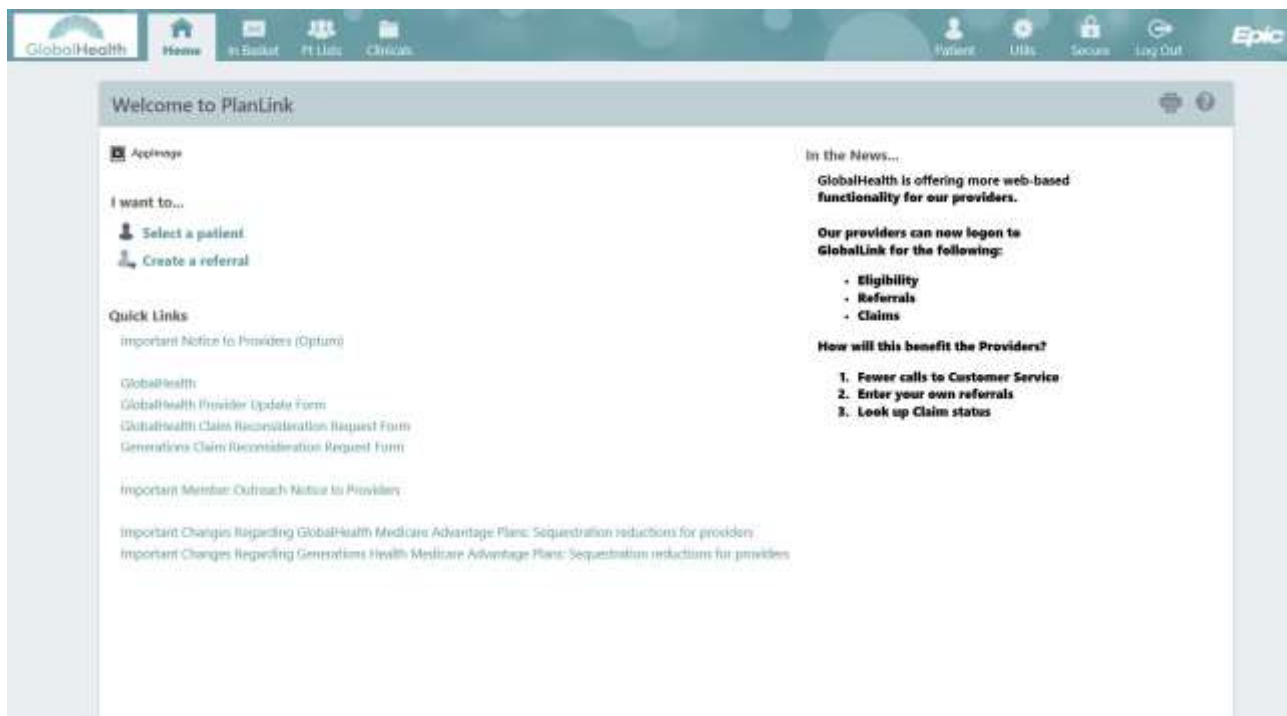


## Basic Navigation

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.



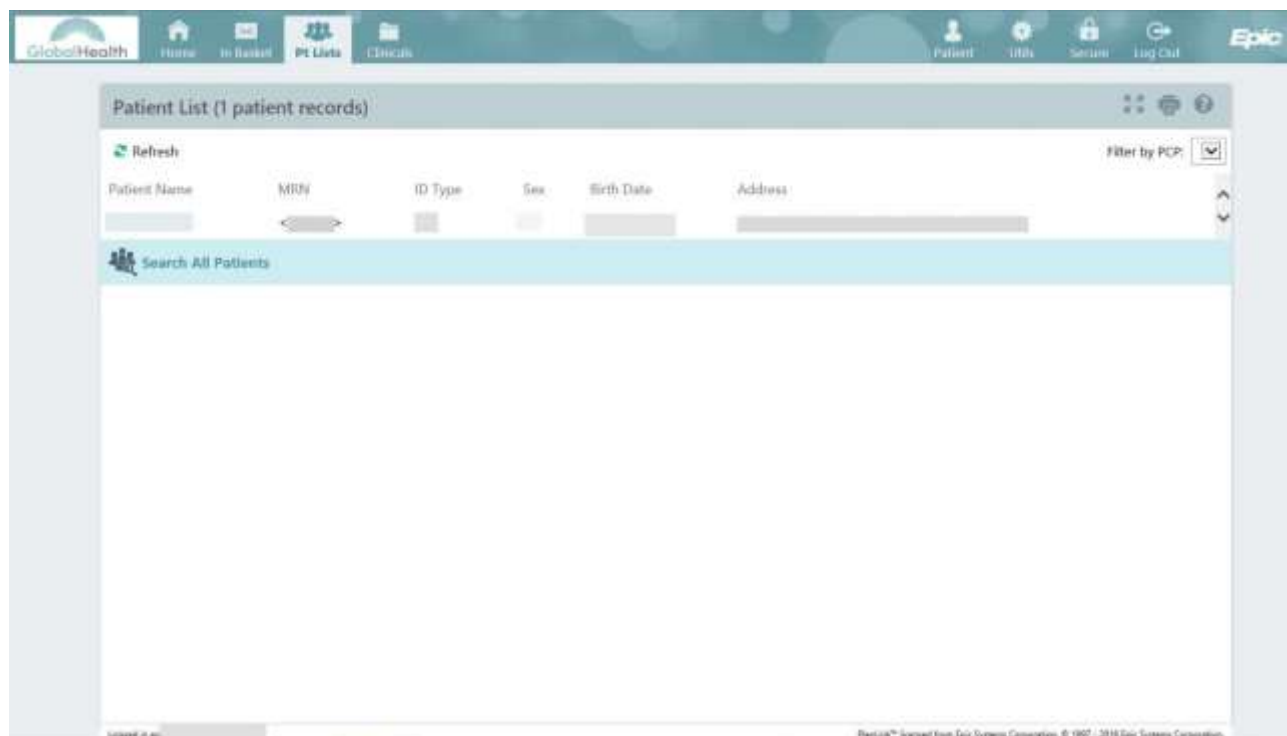



## Viewing Patient Information

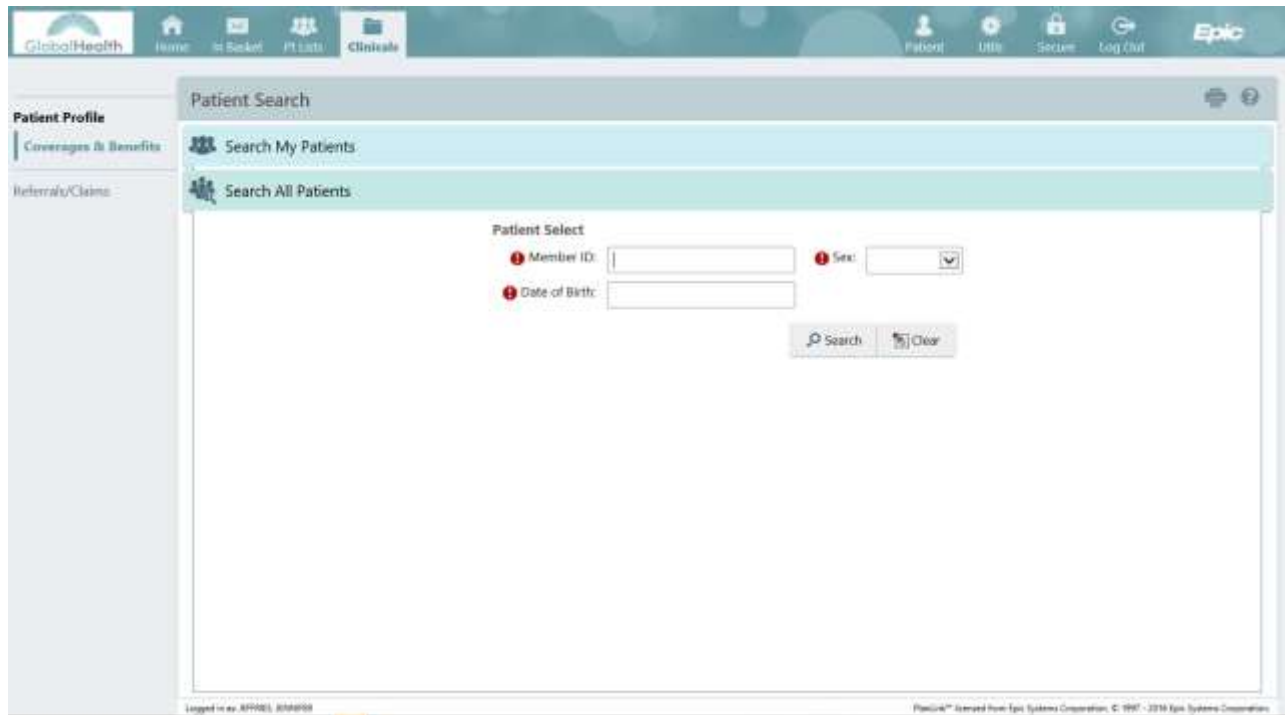
### Finding a Patient


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.

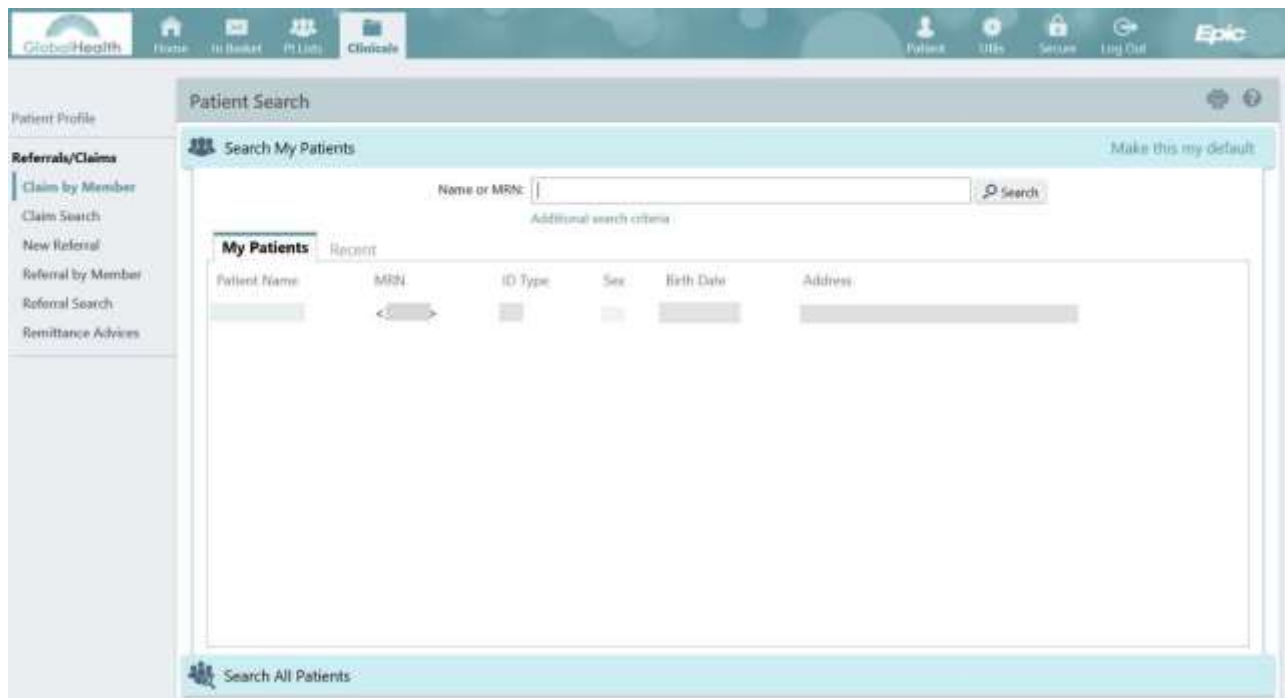
The Patient List page has an alphabetical search index that works much like a phone book. Clicking a letter takes you to the first page that lists patients whose last names start with that letter. You can also use the First, Prev, Next, and Last links to navigate the pages. Click a patient's name to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


The screenshot displays the GlobalHealth patient detail screen. At the top, there is a navigation bar with icons for Home, In Basket, My Lists, Clinicals, Patient, Tools, Secure, and Log Out. Below this, a patient banner shows demographic information: Member ID, EFT Dts Group, and Physic: PCP. The main content area is titled 'Coverages & Benefits' and includes a date filter set to 8/16/2017 and a 'View all coverages on file' link. A table lists coverages with columns for Payor/Plan, EFT Date, Term Date, Member ID, Employer Group, and Filing Order. A single row is visible in the table, with a dropdown arrow next to the Payor/Plan cell. The left sidebar contains links for Patient Profile, Coverages & Benefits, and Referrals/Claims.


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 Referrals


To create, print, or view a referral, the user must first locate and select a patient using the steps documented in the “Viewing Patient Information” section (page 8). 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.

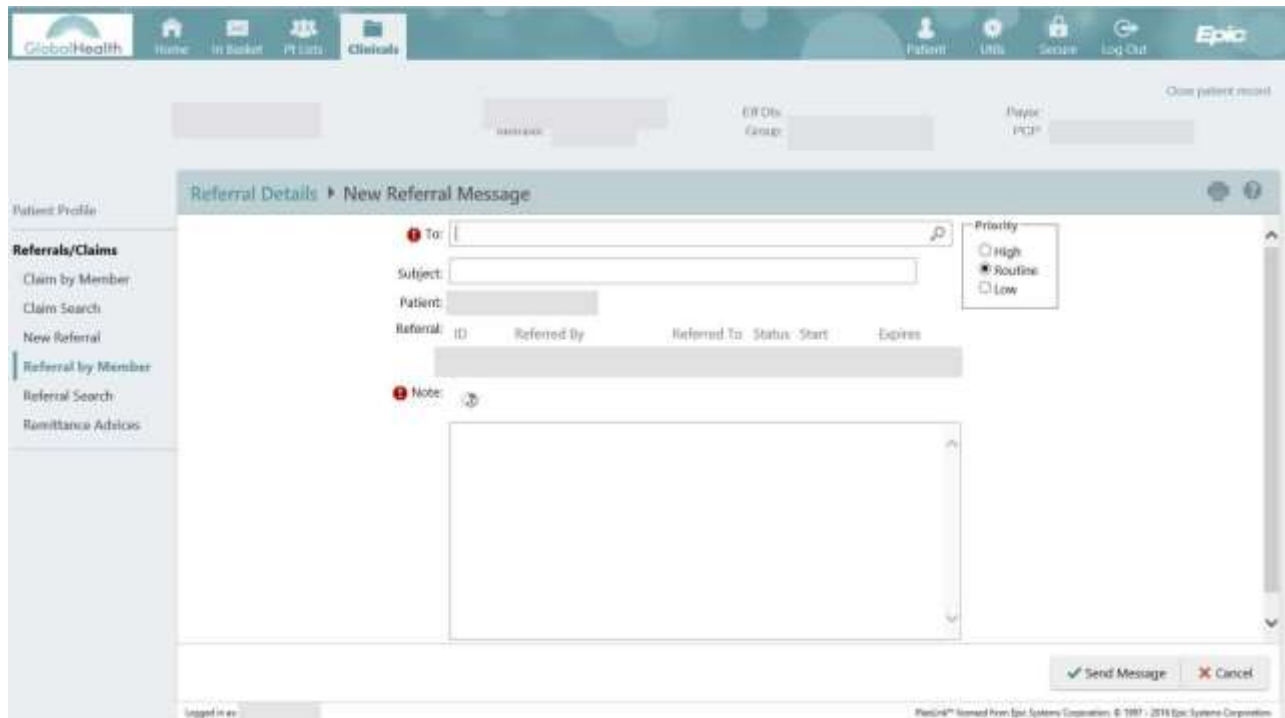
- ✓ Type in the specific procedure code
- ✓ Type in part of the procedure name or a key word (e.g., cat scan, MRI), which will pull up a matching list from which to select
- ✓ Click the  magnifying glass symbol for a selection list

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.

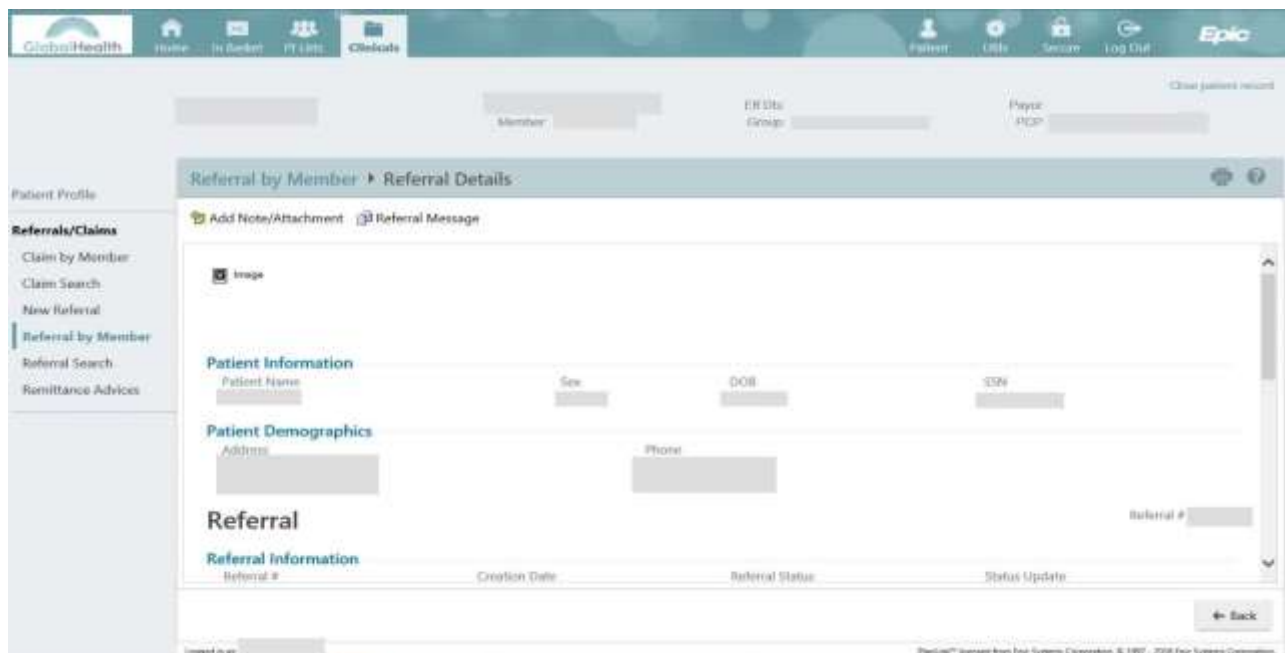
The Referral Summary page provides an opportunity to review the referral. To send a message regarding this referral, click the Referral Message button. To add a note, click Add Note/Attachment.

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 Search

Users may review all active referrals made to a particular provider over a given time period on the Referral Search page. Select search criteria including the Provider's name, Referral Status, Scheduling Status, and Creation Dates. Click the Search to view a referral summary.

The screenshot displays the 'Referral Search' interface within the GlobalHealth system. The top navigation bar includes 'Home', 'In Basket', 'Physic', and 'Clinicals'. The main content area is titled 'Referral Search' and contains the following elements:

- Search Instructions:** 'Click the Search button to find referrals.'
- Direction:** Radio buttons for 'Incoming' and 'Outgoing' (selected).
- Provider:** A list of providers with checkboxes, including:
  - (Blanchard), Physical Therapy C...
  - (Chickasha), Physical Therapy C...
  - (Choctaw), Physical Therapy Ce...
  - (Davis), Physical Therapy Centra...
  - (Edmond), Physical Therapy Ce...
  - (Henryetta), Physical Therapy C...
  - (Jones), Physical Therapy Central
  - (Kingfisher), Physical Therapy C...
  - (Lindsay), Physical Therapy Cent...
  - (Moore), Physical Therapy Cent...
  - (Newcastle), Physical Therapy C...
  - (Noble), Physical Therapy Centr...
  - (Norman), Physical Therapy Co...
  - (Stillwater), Physical Therapy Co...
- Referral Status:** A list of status options with checkboxes:
  - Authorized
  - Canceled
  - Closed
  - Denied
  - Incomplete
  - Select all
- Scheduling Status:** A list of status options with checkboxes:
  - Do not change
  - [unlabeled]
  - Select all
- Creation Dates:** Date pickers for 'From' (8/16/2017) and 'To' (8/16/2017).
- Search Button:** A button labeled 'Search'.

## 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](mailto:gh.pharmacy@globalhealth.com)

## 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 Claim by Member and select a provider from the drop-down list to view claims for the selected provider.

The screenshot shows the 'Claims Inquiry' page in the GlobalHealth system. At the top, there is a navigation bar with icons for Home, My Dashboard, My Lists, and Clinicals. Below this, there are search fields for Member ID, E/R Dr., Group, and Provider (PCP). The main content area is titled 'Claims Inquiry' and features a 'Select a Vendor' dropdown menu. Below the dropdown is a table with the following columns: Claim #, Serv. Frm. Dt., Clm Rcv Dt., and Status. The table contains several rows of data, with the status column showing 'Check Mailed' for most entries and 'Denied' for a few. On the left side, there is a 'Patient Profile' section with a 'Referrals/Claims' menu that includes options like 'Claim by Member', 'Claim Search', 'New Referral', 'Referral by Member', 'Referral Search', and 'Remittance Advices'.

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

The screenshot shows the 'Claim(s) by Provider/Vendor' page with a 'Claim Review Report' for a specific claim. The report includes the following sections:

- Claim Totals:** A table with columns for Total Billed (260.00), Patient Total (0.00), Net Payable (0.00), Interest (0.00), Penalty (0.00), Date Received, and Service Date.
- Physician:** A field containing a redacted name.
- Vendor:** A field containing a redacted name.
- Place of Service:** A field containing a redacted value.
- Diagnoses:** A list of ICD-10-CM codes: S81.231D (Complex tear of medial meniscus), M22.41 (Chondromalacia patellae), and M25.561 (Pain in right knee).
- Procedures, Medications:** A table with columns for Procedure/Medication, From Date, To Date, and Quantity. It lists three CPT codes: 97110 (Therapeutic exercise), 97112 (Therapeutic procedure), and 97140 (Manual therapy).

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

The screenshot shows the 'Claim Search' page with the 'Vendors' tab selected. The search interface includes:

- Search By Claim ID:** A search bar with the placeholder text 'Search by vendor name or tax ID'.
- Service Dates:** Two date pickers set to 1/1/2017 and 8/14/2017, with a 'Search' button.
- Vendor List:** A table with columns for Vendor #, Tax ID, and Address. The first two rows show 'All claims for tax ID' with redacted tax IDs.

## Checking Remittance Advices (New Feature)

### Search by Vendor

This feature allows providers to view the Remittance Advice for specific vendors. Select the vendor record linked to the User's access and provide a date range.

The screenshot displays the 'Remittance Advices' search interface. At the top, there is a navigation bar with 'GlobalHealth' and 'Epic' logos, and a sidebar with 'Patient Profile' and 'Referrals/Claims' sections. The main content area is titled 'Remittance Advices' and contains the following elements:

- Search Instructions:** "To search for remittance advices by vendor, select Search by Vendor and click Search. Leave the From and To Date fields empty in order to view the last 10 remittance advices, or select a specific date range for all remittance advices in that range. To search for remittance advices by check number, select Search by Check Number, enter a check number, and click Search. Click on any RA ID in the table of search results to view a detailed report."
- Search Method:** Radio buttons for 'Search by Vendor' (selected) and 'Search by Check Number'.
- Vendor Selection:** A dropdown menu labeled 'Vendor'.
- Date Range:** Input fields for 'From Date' and 'To Date', and a 'Search' button.
- Table:** A table with the following columns: 'RA ID', 'RA Date', 'RA Date Range', and 'Total Amount'. The table contains two rows of data, each with a light blue background for the first two columns.

### Search by Check Number

This feature allows providers to view the Remittance Advice for specific GlobalHealth check numbers. Enter the check number and select search to view the associated Remittance Advice report.



## Utilities


The “Utilities” page offers the ability to perform many administrative activities, such as changing your GlobalLink password, choosing your



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 your 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.



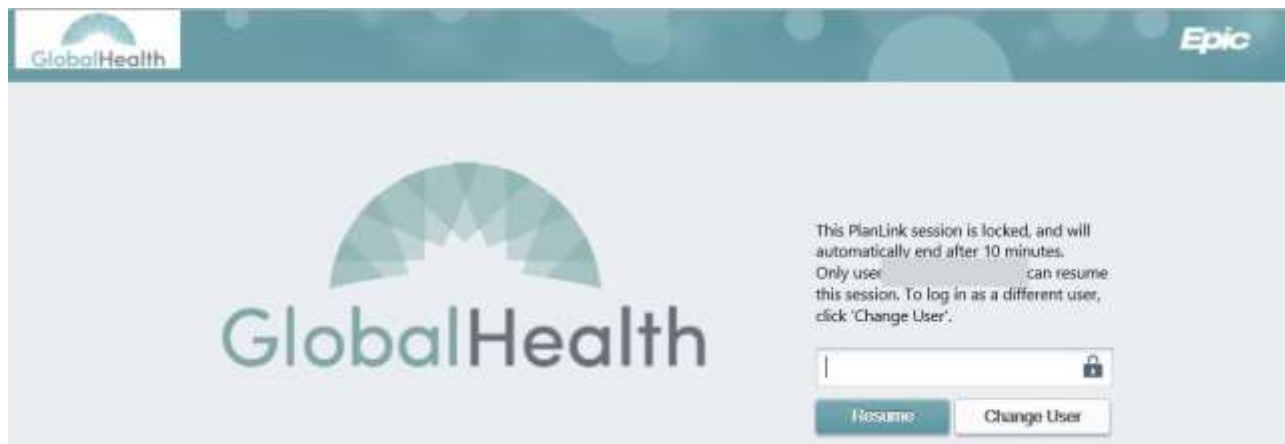
## Securing Your Session

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](mailto:helpdesk@globalhealth.com).

Issue/Question	Answer/Resolution
Where do I obtain training on GlobalLink?	<a href="http://globalhealth.com/globalink.aspx">http://globalhealth.com/globalink.aspx</a> to schedule virtual training via web conferencing.
How do I get a GlobalLink ID?	Visit <a href="http://www.globalhealth.com/globalink.aspx">www.globalhealth.com/globalink.aspx</a> , and submit the request through 'Request a new GlobalLink Account' tab.
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 <a href="mailto:helpdesk@globalhealth.com">helpdesk@globalhealth.com</a>
Can our organization use a shared ID?	No. HIPAA Access Control §164.312(a)(1) prevents shared user IDs.



