HealthAxis Medicare Advantage Provider Portal
Frequently Asked Questions

Q1. What is the Portal URL?
Q1 Answer: Sign In - GHProd (healthaxis.net) : https://ghprovider.prod.healthaxis.net/login

Q2. What is a portal Administrator
Q2 Answer: An Administrator is an individual identified by the clinic/facility that accepts the responsibility to create portal roles and provide access to users for a particular Tax ID/Group NPI.

Q3. How does an Administrator get approved?
Q3 Answer:
A) The Administrator goes to the portal URL and selects the Register option on the sign in page and completes the required fields
B) The Administrator completes the Administrator form https://forms.office.com/r/9d0xqbxfvh
C) The Administrator will receive an email requiring validation of the Administrator email address

Q4. When entering an authorization/referral, how is a Requested (Referring to) Provider/Facility found?
Q4 Answer: Select the "Select Provider" "Select Facility" blue box to search for a network provider/facility.
The following option **should only** be used in the unique scenario that a network provider/facility cannot provide the requested service. **If the Provider is non par and no results were found below,** Click Here **to enter provider details.**

Q5. Can a correction be made to an authorization/referral after it is submitted?
Q5 Answer: Corrections can be made only if the authorization/referral is still in the Pending status. Once in the Approved status, a new authorization/referral would be necessary.

Q6. Can clinicals be added after the authorization/referral is submitted?
Q6 Answer: Clinicals can be added if the authorization/referral is in the Pending status.

Q7. Can a clinic name or specialty be selected in lieu of searching for a specific network provider/facility?
Q7 Answer: A specific network provider/facility must be selected; deviations will delay processing.

Q8. Who can be contacted for portal questions?
Q8 Answer: An email can be sent to providerportal@globalhealth.com

Q9. Does GlobalHealth allow for retrospective authorizations?
Q9 Answer: Prior authorizations are required. Refer to the GlobalHealth Provider Manual for authorization requirements and other procedural information.