



GlobalHealth

GlobalHealth
Holdings

GlobalLink
Training Manual



Version 4.1

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Overview

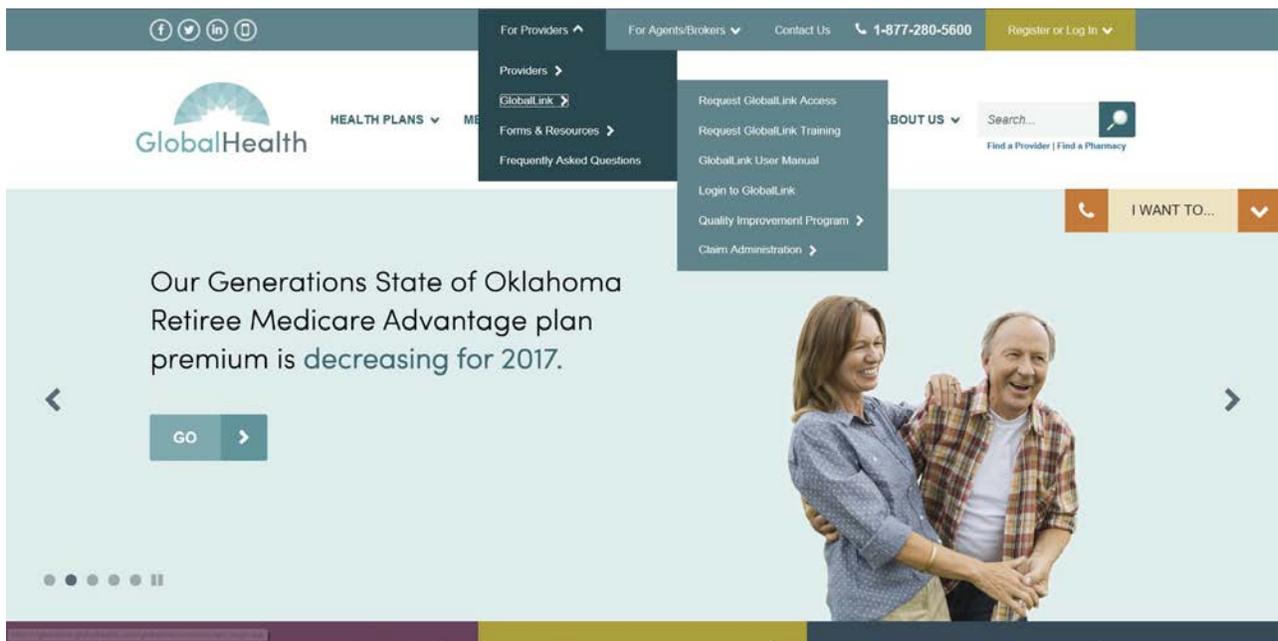
GlobalLink™ is an online tool available to all contracted Providers. GlobalLink™ is provided to allow Providers to:

- Verify eligibility
- Review Member Demographics
- View benefit information
- Create Referrals
- Check Preauthorization/ referral review status
- Check claim status
- Communicate with GlobalHealth

Accessing GlobalLink

GlobalLink may be accessed at <http://www.globalhealth.com> using any compatible PC and web browser.

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”



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

Note that GlobalLink™ is only available to contracted providers. Please allow 7 business days to process your request.


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[Home](#) > [Providers](#) > [GlobalLink Access Request](#)

GLOBALLINK ACCESS REQUEST

GLOBALLINK ACCESS REQUEST

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 (globalink.access@globalhealth.com) to request a Bulk User Access Request Form.

Enter office locations, tax-IDs, and NPIs below. The first row is required. More rows are provided if your access request is for multiple offices / locations or tax IDs.

Office Location

Office / Location Name *	3-Digit Tax ID *	Organization NPIs *
<input type="text"/>	<input type="text"/>	1604020316,4060023617,161

Contact Information

What do you need access to for the provided office locations? *

- Claims
 Referrals

Enter the contact information for the user requesting access to GlobalLink.

First Name *

Last Name *

Contact Work Phone Number *

XXX-XXX-XXXX

Work Email Address *

Office Manager First Name *

Office Manager Last Name *

Office Manager Work Phone Number *

By checking this box, you acknowledge that a GlobalHealth representative may contact your office manager to validate the information provided. *

Captcha



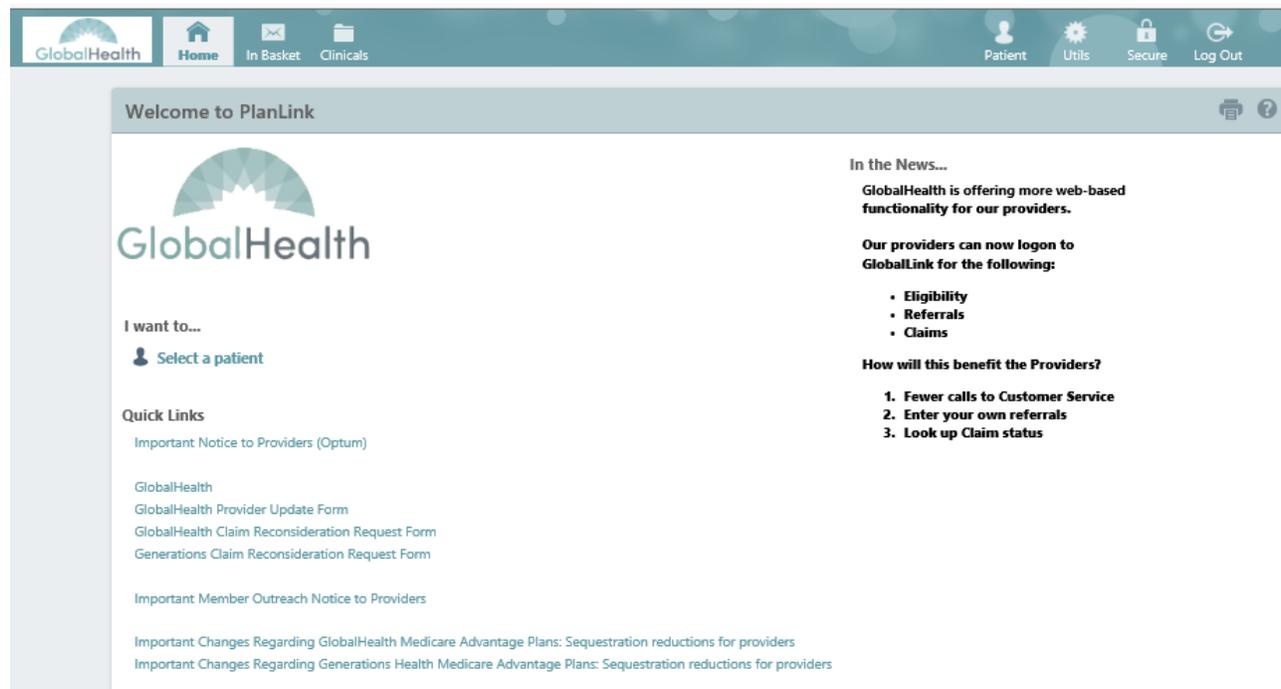
Using your unique login credentials, enter your User ID and Password and click “Login.” If you experience any issues logging into GlobalLink, such as forgotten passwords, please email globallink.access@globalhealth.com



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. Additionally, the standard GlobalLink toolbar is available from most screens within GlobalLink. 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.

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



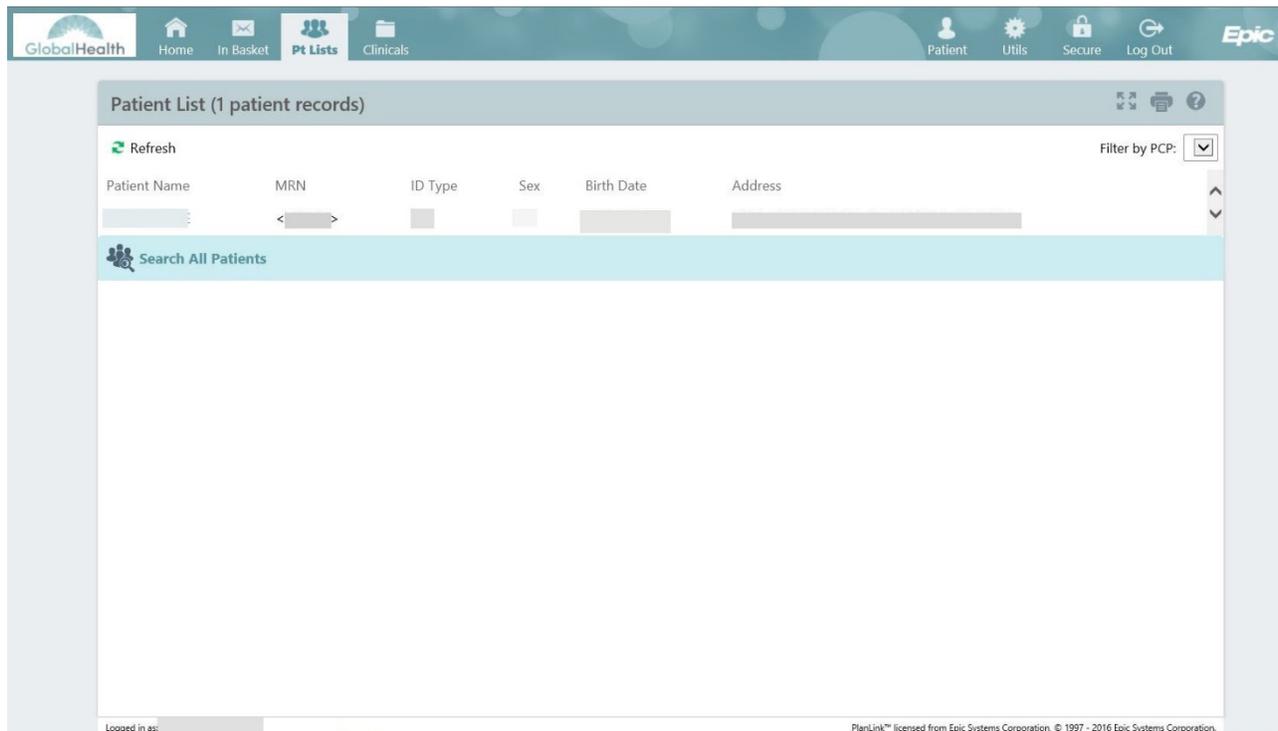
The screenshot shows the GlobalLink home page. At the top, there is a navigation bar with the GlobalHealth logo and tabs for Home, In Basket, and Clinicals. To the right of these tabs is a toolbar with icons for Patient, Utils, Secure, and Log Out. Below the navigation bar, the main content area is titled "Welcome to PlanLink" and features the GlobalHealth logo. On the left side, there is a section "I want to..." with a link "Select a patient". Below that is a "Quick Links" section with several links, including "Important Notice to Providers (Optum)", "GlobalHealth", "GlobalHealth Provider Update Form", "GlobalHealth Claim Reconsideration Request Form", "Generations Claim Reconsideration Request Form", "Important Member Outreach Notice to Providers", "Important Changes Regarding GlobalHealth Medicare Advantage Plans: Sequestration reductions for providers", and "Important Changes Regarding Generations Health Medicare Advantage Plans: Sequestration reductions for providers". On the right side, there is a "In the News..." section with a headline "GlobalHealth is offering more web-based functionality for our providers." and a sub-headline "Our providers can now logon to GlobalLink for the following:" followed by a list of items: Eligibility, Referrals, and Claims. Below this is a section "How will this benefit the Providers?" with a numbered list: 1. Fewer calls to Customer Service, 2. Enter your own referrals, and 3. Look up Claim status.

Viewing Patient Information

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. Enter your search criteria and click  Search.

The screenshot displays the Epic Patient Search interface. At the top, there is a navigation bar with icons for Home, In Basket, PT Lists, Clinicals, Patient, Utils, Secure, Log Out, and the Epic logo. On the left, a sidebar contains 'Patient Profile', 'Coverages & Benefits', and 'Referrals/Claims'. The main area is titled 'Patient Search' and features two tabs: 'Search My Patients' and 'Search All Patients'. Below these tabs is a 'Patient Select' section with three input fields: 'Member ID', 'Sex' (a dropdown menu), and 'Date of Birth'. There are 'Search' and 'Clear' buttons at the bottom of the search area. The footer indicates the user is logged in as 'JEFFRIES, JENNIFER' and provides copyright information for Epic Systems Corporation.

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. Most Member ID Numbers are 11 digits. Be sure to include all digits to ensure an accurate 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.

GlobalHealth Home In Basket Pt Lists Clinicals Patient Utils Secure Log Out **Epic**

Patient Profile

Referrals/Claims

- Claim by Member
- Claim Search
- New Referral
- Referral by Member
- Referral Search
- Remittance Advices

Patient Search

Search My Patients Make this my default

Name or MRN:

Additional search criteria

My Patients Recent

Patient Name	MRN	ID Type	Sex	Birth Date	Address
	<: >				

Verify 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 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. The top navigation bar includes links for Home, In Basket, Pt Lists, and Clinicals, along with user icons for Patient, Utils, Secure, and Log Out. The patient's information is shown in the top banner, including Member ID, Eff Dts, Group, Payor, and PCP. The left sidebar contains links for Patient Profile, Coverages & Benefits, and Referrals/Claims. The main content area is titled 'Coverages & Benefits' and features a table of coverages on file. The table has columns for Payor/Plan, Eff. Date, Term. Date, Member ID, Employer Group, and Filing Order. A single row is visible, with a radio button selected next to the Payor/Plan cell. Below the table, there are options to 'View available coverages as of' (8/16/2017) and 'View all coverages on file'. The footer shows 'Logged in as:' and 'PlanLink™ licensed from Epic Systems Corporation, © 1997 - 2016 Epic Systems Corporation.'

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. From the patient detail screen, click “Referrals/Claims.”

GlobalHealth Home In Basket PT Lists Clinicals Patient Utils Secure Log Out Epic

Close patient record

Member: Eff Dts: Payor: Group: PCP:

Patient Profile

Referrals/Claims

- Claim by Member
- Claim Search
- New Referral
- Referral by Member**
- Referral Search
- Remittance Advices

Referral by Member

View Option: Show Active Referrals

Click on the referral ID to view more information about that referral

Search Results: 1 referrals found

ID	Payor	Referred By	Referred To	Status	Start Date	Expiration Date	Creation Date

Logged in as

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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.

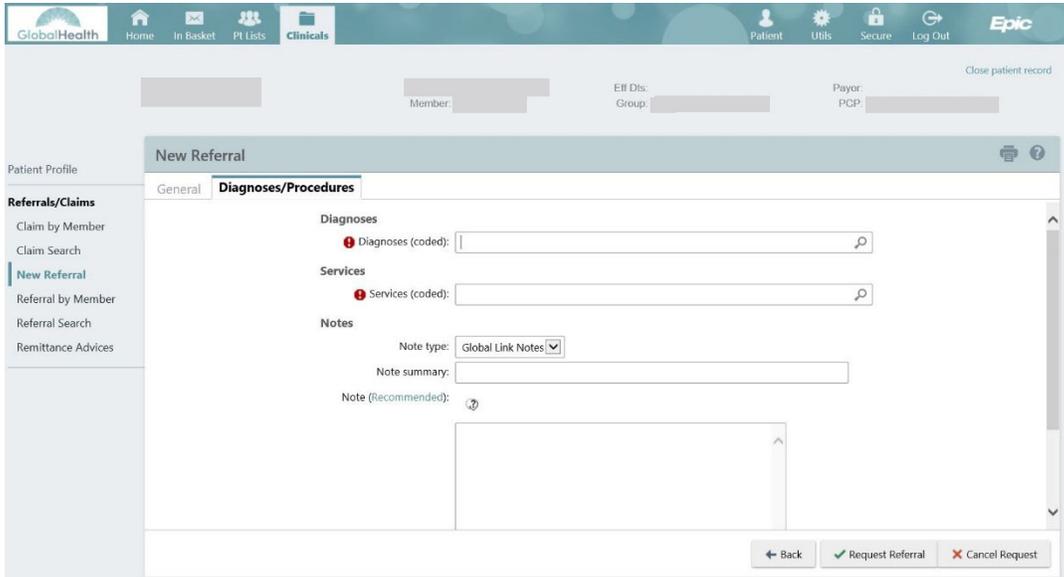
- ✓ Type in the specific diagnosis code
- ✓ Type in part of the diagnosis name or a key word (e.g., diabetes), which will pull up a matching list from which to select
- ✓ Click the  magnifying glass symbol for a selection list

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 (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 screenshot shows the 'New Referral' form in the Epic GlobalLink system. The form is divided into two main sections: 'General' and 'Diagnoses/Procedures'. The 'Diagnoses/Procedures' section is currently active and contains the following fields:

- Diagnoses (coded):** A text input field with a search icon.
- Services (coded):** A text input field with a search icon.
- Notes:**
 - Note type:** A dropdown menu currently set to 'Global Link Notes'.
 - Note summary:** A text input field.
 - Note (Recommended):** A large text area for entering the referral note, with a small icon above it.

At the bottom of the form, there are three buttons: 'Back', 'Request Referral' (with a checkmark icon), and 'Cancel Request' (with an 'X' icon).

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.

The screenshot displays the 'Referral by Member' interface. At the top, there is a navigation bar with icons for Home, In Basket, PT Lists, and Clinicals. The main content area is titled 'Referral by Member' and 'Referral Details'. It includes a sidebar with 'Referrals/Claims' and 'Referral by Member' options. The main content area contains a form with the following sections:

- Patient Information:** Fields for Patient Name, Sex, DOB, and SSN.
- Patient Demographics:** Fields for Address and Phone.
- Referral:** A section with a 'Referral #' field.
- Referral Information:** A table with columns for Referral #, Creation Date, Referral Status, and Status Update.

At the bottom of the page, there is a 'Logged in as:' field and a copyright notice: 'PlanLink™ licensed from Epic Systems Corporation. © 1997 - 2016 Epic Systems Corporation.'

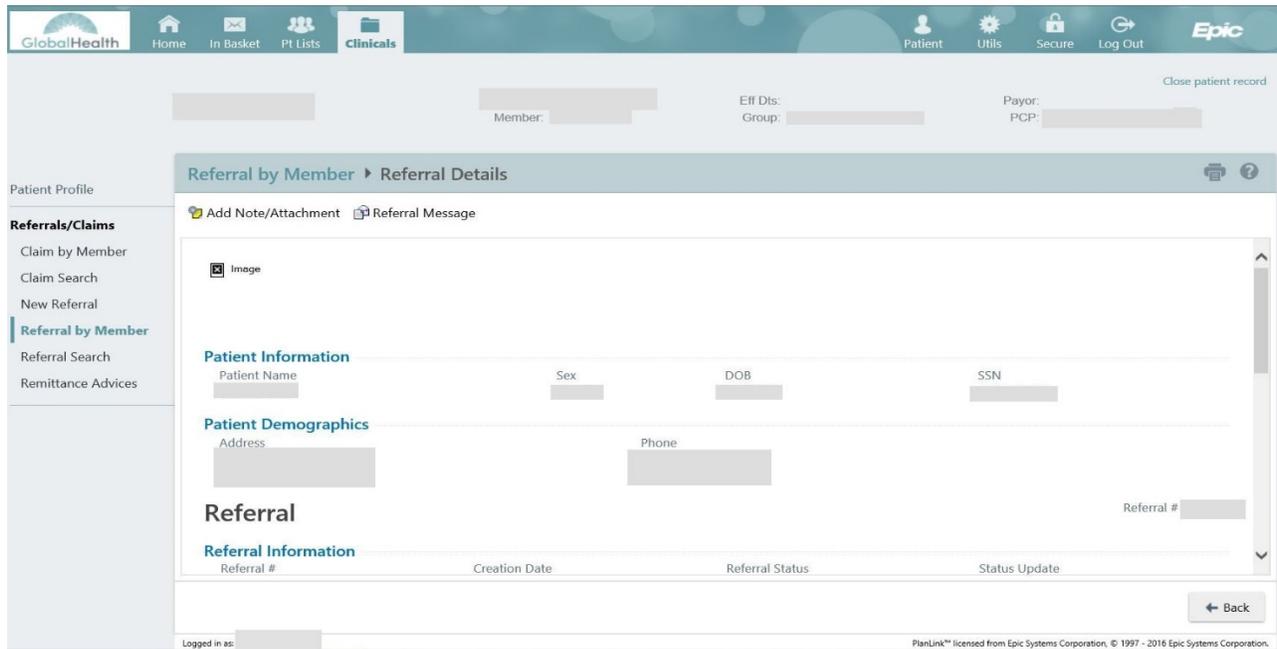
To send a message to the GlobalHealth Utilization Management Department, click the  Referral Message button and enter **UM** into the “To” field, and select a Utilization Management representative (Kelly Butler or Julie Jakowski). This will send the message to that Utilization Management representative. Multiple representatives can be selected to receive the message. Fill in the “Subject” and “Note” fields and click  Send Message to complete.

The screenshot displays the 'New Referral Message' form in the Epic GlobalLink interface. The form is titled 'Referral Details' and includes the following elements:

- Navigation Bar:** GlobalHealth logo, Home, In Basket, PT Lists, Clinicals, Patient, Utils, Secure, Log Out, and Epic logo.
- Patient Information:** Eff Dts, Group, Payor, and PCP fields.
- Left Sidebar:** Patient Profile, Referrals/Claims (Claim by Member, Claim Search, New Referral, Referral by Member, Referral Search, Remittance Advices).
- Main Form:**
 - To:** Text input field.
 - Subject:** Text input field.
 - Patient:** Text input field.
 - Referral:** Table with columns: ID, Referred By, Referred To, Status, Start, Expires.
 - Note:** Text area for adding notes.
 - Priority:** Radio button options: High, Routine (selected), Low.
- Buttons:** Send Message (green checkmark) and Cancel (red X).
- Footer:** Logged in as: [redacted] and PlanLink™ licensed from Epic Systems Corporation, © 1997 - 2016 Epic Systems Corporation.

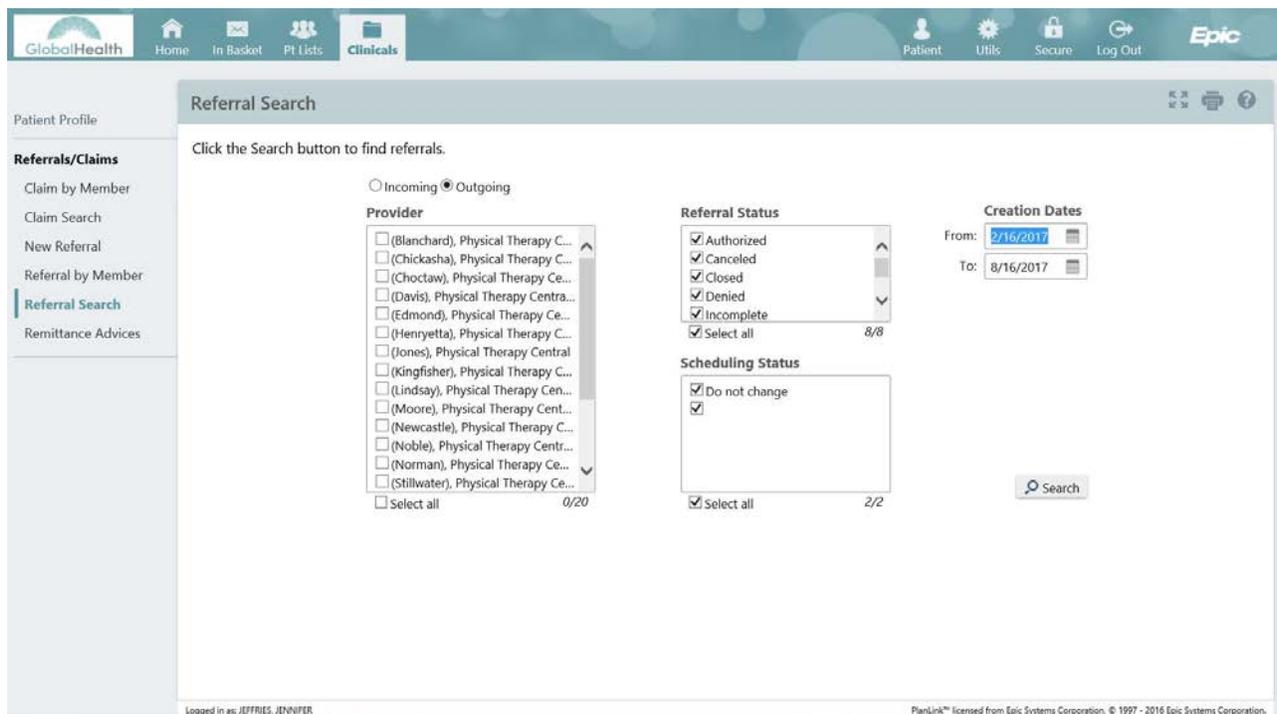
Viewing Referrals by Member

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.



Checking Claims Status

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 displays the GlobalHealth Claims Inquiry interface. At the top, there is a navigation bar with icons for Home, In Basket, PT Lists, Clinicals, Patient, Utils, Secure, and Log Out. Below the navigation bar, there are fields for Member, Eff Dts, Group, Payor, and PCP. The main content area is titled 'Claims Inquiry' and features a table with the following columns: Claim #, Svc Frm Dt, Clm Rcv Dt, and Status. The table contains 12 rows of data, with most statuses being 'Check Mailed' and two being 'Denied'. A sidebar on the left lists navigation options under 'Referrals/Claims', with 'Claim by Member' selected.

Claim #	Svc Frm Dt	Clm Rcv Dt	Status
			Check Mailed
			Denied

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

Checking Remittance Advices

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 in the Epic system. The top navigation bar includes 'GlobalHealth', 'Home', 'In Basket', 'Pt Lists', 'Clinicals', 'Patient', 'Utils', 'Secure', 'Log Out', and the 'Epic' logo. The left sidebar shows a navigation menu with 'Patient Profile', 'Referrals/Claims', and 'Remittance Advices' (which is currently selected). The main content area is titled 'Remittance Advices' and contains the following 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.'

The search form includes two radio buttons: 'Search by Vendor' (selected) and 'Search by Check Number'. Below these is a 'Vendor' dropdown menu. To the right are 'From Date:' and 'To Date:' input fields, and a 'Search' button. Below the form is a table with the following columns: 'RA ID', 'RA Date', 'RA Date Range', and 'Total Amount'. The table currently shows two rows of data, each with a light blue background for the RA ID cell.

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.

The screenshot shows the 'Remittance Advices' page. The top navigation bar includes 'GlobalHealth', 'Home', 'In Basket', 'Pt Lists', 'Clinicals', 'Patient', 'Utils', 'Secure', 'Log Out', and the 'Epic' logo. The left sidebar contains 'Patient Profile' and 'Referrals/Claims' with sub-items: 'Claim by Member', 'Claim Search', 'New Referral', 'Referral by Member', 'Referral Search', and 'Remittance Advices' (highlighted). The main content area has a title 'Remittance Advices' and a help icon. Below the title is a search instruction: '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.' Below this are two radio buttons: 'Search by Vendor' (unselected) and 'Search by Check Number' (selected). A 'Check Number:' input field and a 'Search' button are present. A table header is visible with columns: 'RA ID', 'Vendor', 'RA Date', 'RA Date Range', and 'Total Amount'. The table body is empty. At the bottom, it says 'Logged in as: [redacted]' and 'PlanLink™ licensed from Epic Systems Corporation, © 1997 - 2016 Epic Systems Corporation.'

Utilities

The “Utilities” page offers the ability to perform administrative activities.



To access the utilities page, click the “Utils” button from the toolbar in the top right corner of the screen.

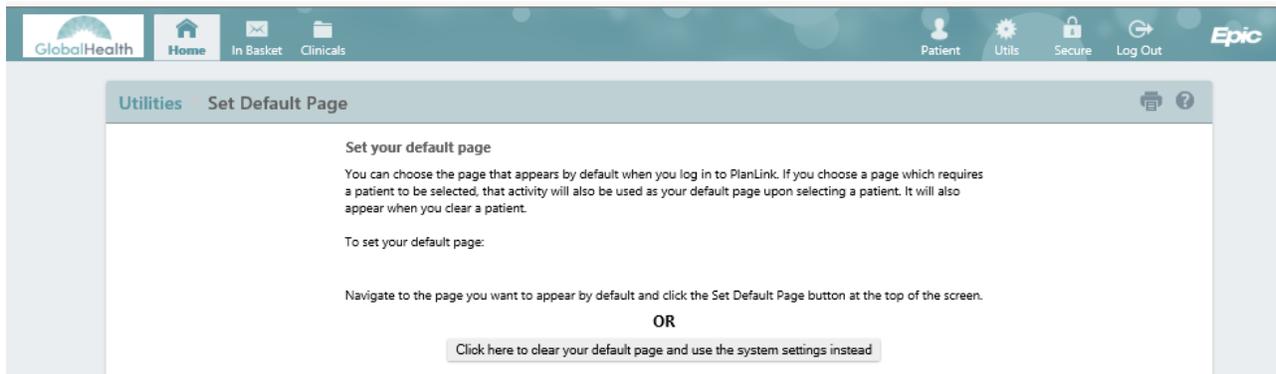
The screenshot shows the 'Utilities' page. The top navigation bar is the same as in the previous screenshot. The left sidebar is empty. The main content area has a title 'Utilities' and a help icon. Below the title is a 'User Settings' section with three links: 'Patient Selection Preferences' (with a description: 'Specify the patient selection method that you would like to use by default.'), 'Set Default Page' (with a description: 'Choose the page that appears by default when you log in or select a patient.'), and 'Manage My Clinic' (with a description: 'View and update your clinic's users.').

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.



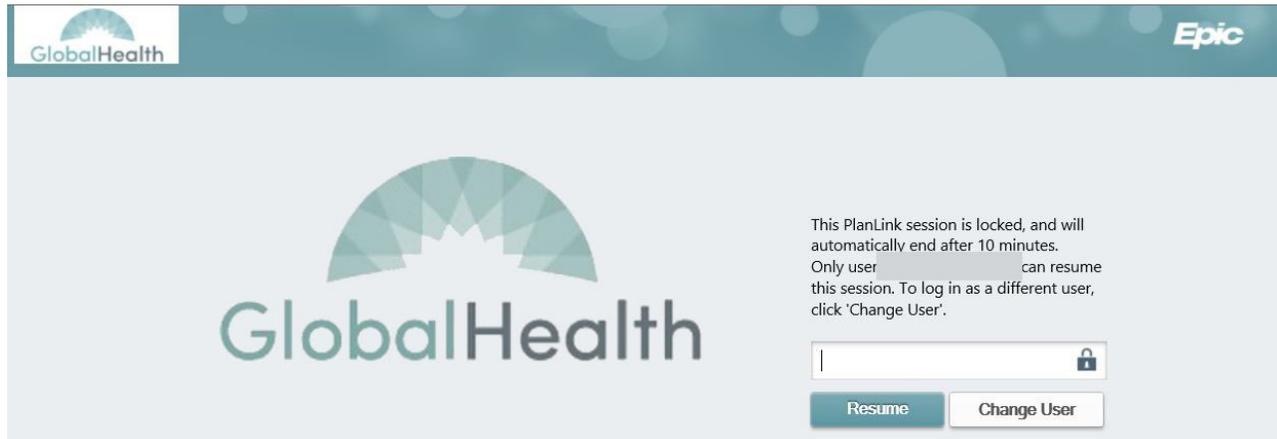
Securing Your Session

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.



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.

FAQ

This frequently asked questions (FAQ) section outlines common questions.

Issue/Question	Answer/Resolution
Where do I obtain training on GlobalLink?	https://globalhealth.com/providers/globallink-provider-training/ 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.
What if I have forgotten my password?	Send an email to Globallink.access@GlobalHealth.com giving your user ID, tax identification number and group NPI.
Can our organization use a shared ID?	No. HIPAA Access Control §164.312(a)(1) prevents shared user IDs.



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