




# **GlobalHealth Member Portal Frequently Asked Questions**

**1. How do I register for the GlobalHealth Member Portal?**

- Navigate to [www.MemberPortal.GlobalHealthPortals.Com](http://www.MemberPortal.GlobalHealthPortals.Com)
- Click  in the top right-hand corner of your screen.
- We will ask you for things like:
  - Your GlobalHealth Member ID on your GlobalHealth Member ID Card
  - Your name
  - Your MBI found on your Medicare Health Insurance Card
  - Your date of birth
  - The current ZIP code associated with your Medicare Advantage enrollment
  - Your e-mail address
- Create a Password for your account
- Then click "Register"
- Follow the instructions to confirm your e-mail address
- Once your e-mail address has been confirmed, you will be able to log in using your e-mail address as your Username and the Password you created to log in.

**2. Why am I being asked to use a second step when I log into my GlobalHealth Member Portal account?**

- We use an extra step to confirm your identity. This helps to protect you because others will not be able to access your account.
- This is required for **all** log ins, not just the first-time log in.

**3. It says I should have received a verification email, but I didn't receive it. What do I do?**

- Please call the GlobalHealth Customer Care team.

Oklahoma members	(844) 280-5555 (TTY:711)
Arizona members	(844) 200-8194 (TTY:711)
Texas members	(844) 200-8167 (TTY:711)

**4. Why did I receive a verification email from GlobalHealth?**

- This helps to protect your account from other people. GlobalHealth sends a verification code in an email or text message each time you log in.

**5. How do I get my GlobalHealth username?**

- If you have never signed up for the GlobalHealth Member Portal, please follow the steps in Question 1.
- The email address you used during first time registration will be your username.
- If you change the email address associated with your account, the new email will become your new username.
- If you don't remember the email address you used for your account, please call the GlobalHealth Customer Care team.

Oklahoma members	(844) 280-5555 (TTY:711)
Arizona members	(844) 200-8194 (TTY:711)
Texas members	(844) 200-8167 (TTY:711)

**6. Who can I notify if I still have problems entering my username or password?**

- Please call the GlobalHealth Customer Care team.

Oklahoma members	(844) 280-5555 (TTY:711)
Arizona members	(844) 200-8194 (TTY:711)
Texas members	(844) 200-8167 (TTY:711)

**7. I am entering the correct username and password, but I received a message that you are unable to identify me as an authorized user. What can I do?**

- Please call the GlobalHealth Customer Care team.

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Arizona members	(844) 200-8194 (TTY:711)
Texas members	(844) 200-8167 (TTY:711)

**8. I see a message saying my account is locked. How do I unlock it?**

- Please call the GlobalHealth Customer Care team.

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Texas members	(844) 200-8167 (TTY:711)

## 9. How do I reset or change the email address for my GlobalHealth Member Portal account?

- Once logged into the GlobalHealth Member Portal, click on "Account Settings"
- In the "Manage Account" tab, click on the "Click Here" link.
- This will open a new window with your "Profile" page.
- Click on the "Email" section in the menu on the left.
- You can change the email associated with your account by entering the new email in the "New Email" box.
- Click on the "Change email" button.
- A message is shown: "Verification email sent. Please check your email".
- This step is important:
  - Check your new email account for a confirmation email.
  - Click on the link, "Click here", in the email to confirm your changes.

## 10. How do I reset my GlobalHealth Member Portal password?

- Once logged into the GlobalHealth Member Portal, click on "Account Settings".
- In the "Manage Account" tab, click on the "Click Here" link.
- This will open a new window with your "Profile" page.
- Click on the "Password" section in the menu on the left.
- In the boxes shown:
  - Enter your current password in the "Current Password" box.
  - Enter your new password in the "New Password" box.
  - Enter your new password again in the "Confirm Password" box.
- Click the "Update Password" button.
- A message is shown: "Your password has been changed".

**11. How can I change my Primary Care Physician (PCP)?**

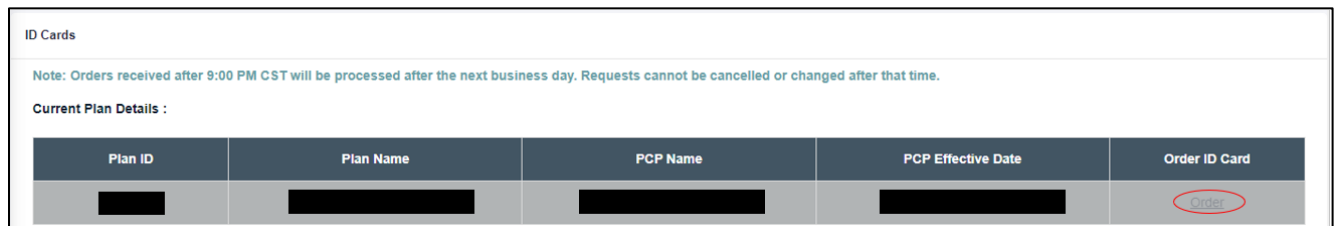
- Once logged into the GlobalHealth Member Portal, click on "Change PCP" in main menu *or* click on the "PCP Requests" image. Both will take you to the same page.
- This page will show your current PCP in the "Current PCP Details" section.
- In the banner below, click the "Change Your Primary Care Provider" option.
  - Use the search fields to find a new PCP.
- Please note that you can only select a new PCP to start on the first day of the next month, or the first day of the following month.

**12. When I change my PCP, do I need to order a new ID card?**

- No. Changing your PCP will trigger a new ID card to be sent to you with your new PCP information.

**13. How can I request an additional or replacement ID card?**

- Once logged into the GlobalHealth Member Portal, click on "Order ID Cards" in the left-hand banner *or* click on the "ID Card Orders" image. Both will take you to the same page.
- Under "Current Plan Details," there is a banner showing your current plan with GlobalHealth.
  - Click "Order" under the label "Order ID Card."



- Orders placed after 9:00 PM CST will be processed the next business day.
  - Requests cannot be cancelled or changed after that time.
- ID cards will be mailed to your mailing address and should be received in less than 14 business days.

### 14. How do I order member materials?

- Once logged into the GlobalHealth Member Portal, click on "Order Plan Materials" banner on the left or click on the "Material Orders" image. Both will direct you to the same page.



- Click the "+ New Order" button in the top right-hand corner of the "Order Plan Materials" screen.
- You will be taken to a page that contains your current year benefits.
- Click "Search" to confirm the search options.

Search Plan Materials

Note: Orders received after 9:00 PM CST will be processed after the next business day. Requests cannot be cancelled or changed after that time.

Benefit Year \*       Benefit Plan \*       Material Language \*

Plan Effective Date:       PCP Name:

- Checking the box next to a single document will add it to the list of items to be ordered.

PROVIDER/PHARMACY DIRECTORY


[Directory of Pharmacies](#)       [Directory of Plan Providers](#)

- Checking the box for the whole section will add all items in the category to your order.

OTHER IMPORTANT DOCUMENTS

[Pharmacy Claim Reimbursement Form](#)       [Medical Direct Member Reimbursement...](#)       [Appointment of Representative Form](#)

[Over-the-Counter Benefit Catalog](#)       [Summary of Benefits](#)

- Click  to place your order.
  - Orders placed after 9:00 PM CST will be processed the next business day.
  - Requests cannot be cancelled or changed after that time.
- Plan materials will be mailed to your mailing address and should be received in less than 14 business days.

### 15. How can I get a summary of my benefits?


- Follow the instructions to order Plan Materials from Question 14.
- Your Summary of Benefits can be found under "Other Important Documents"

OTHER IMPORTANT DOCUMENTS

[Pharmacy Claim Reimbursement Form](#)       [Medical Direct Member Reimbursement...](#)       [Appointment of Representative Form](#)

[Over-the-Counter Benefit Catalog](#)       [Summary of Benefits](#)

## 16. How do I get information about non-medical benefits that are offered to GlobalHealth members?

- Once logged into the GlobalHealth Member Portal, click on "E-Inquiries" in the left-hand banner *or* click on the "E-Inquiries" image. Both will take you to the same page.
- Click  in the top right-hand corner of the "E-Inquiries" screen.
- You will be taken to a page that will allow you to send secure messages to the GlobalHealth Customer Care team.
- Select the non-medical benefit from the "Request Type" drop-down menu.



The screenshot shows a form titled "Add/Edit E-Inquires". It contains a "Request Type \*" dropdown menu with "--Select--" as the selected option. Below the dropdown is a "Request \*" text input field. At the bottom of the form are two buttons: "Submit" (teal) and "Reset" (grey).

- Type your request to the Customer Care team and click "Submit."
- A member of the Customer Care team will respond to you within two business days.

## 17. How will I know when I have new alerts and reminders?

- First, you will receive an e-mail letting you know that you have new alerts.
- Once logged into the GlobalHealth Member Portal, click on "Alerts" in the left-hand banner *or* click on the "Alerts" image. Both will take you to the same page.
- Your alerts are listed from oldest to newest on this page.
- To mark the alert as "Read":
  - Click on the alert and then click "Mark as Read"

**18. Where can I find the drug formulary?**

- Follow the instructions to order Plan Materials from question 14.
- Your formulary can be found under “Member Packet”

<input type="checkbox"/> MEMBER PACKET		
<input checked="" type="checkbox"/> Drug Formulary Listing	<input type="checkbox"/> Evidence of Coverage (EOC)	<input type="checkbox"/> Side-by-side Benefit Overview of Al...

**19. I ordered a new ID card. When will I receive it in the mail?**

- ID cards will be mailed to your mailing address and should be received in less than 14 business days.

**20. I ordered Member Materials. When will I receive them in the mail?**

- Member Materials will be mailed to your mailing address and should be received in less than 14 business days.

**21. If I change my mind after open enrollment, can I change my health plan selection?**

- Your plan cannot be changed from the GlobalHealth Member Portal.
- Please call the GlobalHealth Customer Care team.

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**22. Who do I call if I have a question about a claim payment?**

- Please call the GlobalHealth Customer Care team.

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**23. How do I find out if my claim has been processed?**

- Once logged into the GlobalHealth Member Portal, click on “View Medical Claims” in the left-hand banner *or* click the “Medical Claims” image. Both will take you to the same page.
- Claims that have been processed will be listed as “Processed” in the “Claim Status” section.
- Claims that have not been processed will have “In Process” in the “Claims Status” section.

Claim ID	Date Of Service	Provider/Facility	Claim Type	Claim Status	Action
██████████	██████	████████████████████	████████████████████	Processed	██████████

**24. Have more questions?**

- We encourage you to send the Customer Care team a secure E-Inquiry.
- Please call the GlobalHealth Customer Care team.

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