Accessing Documentation EZLink On-Line

1) Enter https://healthcare.covisint.com/portal/private/mdch into your web browser:
2) Enter your username and password.
3) Click the Login button.
4) Select **Documentation EZLink** from the menu on the left side of your screen.

Finding or Creating a Patient Record

1) Click on the **Lookup** menu.
2) Select **Patient**.
3) Type in the medical record number or a few letters of the patient's last name.
4) Click the Search button.
5) If the patient record exists in Documentation EZLink it will appear at the bottom of the screen. Click on the patient name in the resulting list to open the patient record. Skip Steps 6-8.
6) If the patient record does not appear a new record must be created. Click on **New**.
7) The minimum information required to create a patient is the **last name**, **first name** and **date of birth**. Fill in the remaining information if you have it.
8) Click the Save button.

Adding an Electronic Document to a Patient Record

1) Select **Documents**.
2) Click on the **Add Documents** menu.
3) Select **Add by Print Job**.
4) Name the document with the following format: "**mm/dd/yyyy document type**"
5) Click the Print button.
6) The **Print Now** window must remain open until you have printed the document.
7) Open the program containing the document you wish to attach to the patient record.
8) Select the **ProviderLink Virtual Printer**.
9) Print the document.
10) Click the Close button.
11) Switch to the **Print Now** window.
12) Select Close.

Adding an Paper Document to a Patient Record

1) Select **Documents**.
2) Click on **Add Document**.
3) Select **Add by Fax**.
4) Name the document with the following format: "**mm/dd/yyyy document type**"
5) Click the Print button.
6) Select **Print**.
7) Select **Close**.
8) Place the printed Fax Cover Page on top of your paper document.
9) Fax it to the number listed at the top of your Fax Cover Page.

Adding an Electronic Form (E-Form) to a Patient Record

1) From the patient record select **Documents**.
2) Select **E-Forms** then the appropriate form from the drop down list.
3) Fill out the form.
4) Select **Save and Close**.
5) The document is now attached to the patient record. Note the **Type** shows **E-Form**.

Sending On-Line Claim Attachments to MDCH

1) Click on the **– Select a Quick Lookup –** drop down list.
2) Select the appropriate type of claim you are submitting.
3) From the patient record select the claim type you added in Step 2. (**MDCH-Institutional Claims Attachment** or **MDCH-Professional Claims Attachment**)
4) Select the appropriate documents from the **Available Documents** drop down list. Once selected the documents will appear in the **Documents to Attach:** area.
5) Enter the date of service (mm/dd/yyyy) followed by your provider type (2-digits) and your provider ID (7-digits) in the **Subject** line. (e.g. 09/05/2006 227777777)
6) Add text in the **Message** area if you have special instructions for MDCH.
7) Click the Send button.
8) Click **Intake** in the **Work Lists Linked to this Patient** area.
9) Click the Remove button.
10) Click the Save button.

Tracking Messages

1) Click on **History Items** from the View Patient Information screen.
2) If there is a date and time in the **Read** column, MDCH has read the message.

Reading and Replying to Messages from MDCH

1) Click on the red number in the **Unread** column.
2) Click on the subject of the message.
3) Read the response from MDCH and take the appropriate actions.
4) Click on the patient's name to return to the Patient Information screen.
5) Resolve any issues identified by MDCH.
6) Click on **History Items**.
7) Click on the subject of the message from MDCH.
8) Click **Reply**.
9) Attach any additional documents by clicking on the **– Select a Document –** drop down list.
10) Enter the text of any message you would like to send to MDCH.
11) Click the Send button.
12) Click on the patient name.
13) Click **Intake** in the **Work Lists Linked to this Patient** area.
14) Click the Remove button.
15) Click the Save button.