



### Accessing Documentation EZLink On-Line

- 1) Enter the following address into your web browser:  
<https://healthcare.covisint.com/portal/private/mdch>
- 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 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.
- 5) Select **MDCH Claim Attachments** from the Category list.
- 6) Enter the required information.
- 7) Click the **Print** button.
- 8) The **Print Now** window must remain open until you have printed the document.
- 9) Open the program containing the document you wish to attach to the patient record.
- 10) Select the **ProviderLink Virtual Printer**.
- 11) Print the document.
- 12) Click the **Close** button.
- 13) Switch to the **Print Now** window.
- 14) Select **Close**.
- 15) The document is now attached to the patient record. Note the **Type** shows **Print**.

### Adding a Paper Document to a Patient Record

- 1) Select **Documents**.
- 2) Click on **Add Document**.
- 3) Select **Add by Fax**.
- 4) Name the document.
- 5) Select **MDCH Claim Attachments** from the Category list.
- 6) Enter the required information.
- 7) Select **Print**.
- 8) Select **Close**.
- 9) Place the printed Fax Cover Page on top of your paper document.
- 10) Fax it to the number listed at the top of your Fax Cover Page.
- 11) Click the **Print** button.
- 12) The document is now attached to the patient record. Note the **Type** shows **Fax**.



## Sending Claim Attachments to MDCH

- 1) Click on the – **Select a Quick Lookup** – drop down list. (**MDCH-Institutional Claims Attachment** or **MDCH-Professional Claims Attachment**)
- 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) Click the **Browse** button and select the desired documents from the 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 Billing NPI in the **Subject** line. (e.g. 09/05/2006 123456789)
- 6) Add text in the **Message** area if you have special instructions for MDCH.
- 7) Click **Intake** in the **Work Lists Linked to this Patient** area.
- 8) Click the **Remove** button.
- 9) Click the **Save** button.
- 10) Click the **Send** button.

## Tracking Messages

- 1) Click on History Items.
- 2) If there is information 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 **Browse** button and selecting from the 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.