



PHYSICIAN LOOK-UP TOOL

We are excited to announce that TLC Benefit Solutions, Inc. has partnered with GlobalCare, a Zelis Healthcare company, to provide you access to eMDnetSM, the premier online **physician search tool** that allows you to search for physicians outside of your primary network. This tool is for searching **PHYSICIANS ONLY** – not facilities/hospitals. Your primary network is South Georgia Purchasing Alliance and when you leave the South Georgia Purchasing Alliance service area, you should seek care from physicians who participate with a GlobalCare affiliated network so that claims receive network discounts. GlobalCare provides several options to assist you with locating physicians outside of your primary network who participate in an affiliated network.

1. Call the CustomerCARE Center at 1-866-807-6193, Monday – Friday from 8am to 6pm Eastern Standard Time and a CustomerCARE Specialist will assist by searching for physician outside of your primary network service area.
2. Access the eMDnetSM online physician search tool 24/7 at emdnet.globalcare.net – All you have to do is register!

How to Register for eMDnetSM Online PHYSICIAN Search Tool:

Before accessing the site (emdnet.globalcare.net) ensure that you have the following information available to create your login:

1. Name as it appears on your insurance card
2. City, State, and Zip Code of your residence that matches your employer records
3. Date of birth
4. Member ID from your insurance card

To create an account you will access the eMDnetSM site via the URL: <https://emdnet.globalcare.net> and you will land on the home screen. Next, you will click on the “Members” button to take you to the Member page. On the Member page, select the “Create a New Account” link to initiate the account creation process. On the next page, you will be prompted to enter items 1-4 above. Once the information has been verified, you will be asked to provide an email address and a password.

*If you receive an error message indicating that the information cannot be found, then you should contact TLC Benefit Solutions, Inc., to ensure all parties have the accurate information. You can contact TLC at 877-949-0940.

Once a valid email and password have been entered, you will be asked to pick three security questions and provide answers to those security questions. These questions will be used to assist you if you forget your password to the system. After the security questions have been created, an email will be generated to the email address you supplied. This email will be used to verify that you have created the account in the system. You will need to click on the verification link in the email to complete your eMDnetSM account setup. Once you have completed this process, you can access the eMDnetSM online physician search tool anytime you need to search for a physician outside of your primary network.

In addition, when you login and use eMDnetSM to locate a physician, you will need to create a Provider Service Notification (PSN) in order to access a physician outside of your primary network. To create a PSN, be sure you select the “Action” drop down box to the right of the network logo returned in the physician results. Next, select “Generate PSN” – Do not miss this step, as it will ensure the physician honors the network contract for medical discounts on claims outside of your primary network service area.

STEPS TO SECURE A DISCOUNT WITH A PHYSICIAN OUTSIDE OF YOUR PRIMARY NETWORK:

- **CREATE AN ACCOUNT**
- **LOCATE A PHYSICIAN**
- **CREATE A PSN TO OBTAIN A DISCOUNT**