

PORTAL USER LINKED TO MULTIPLE PROVIDERS

Purpose:

Alliance has added the ability in ACS to log into multiple providers under one portal user account (email address).

Audience:

The entire portal user community.

New Feature:

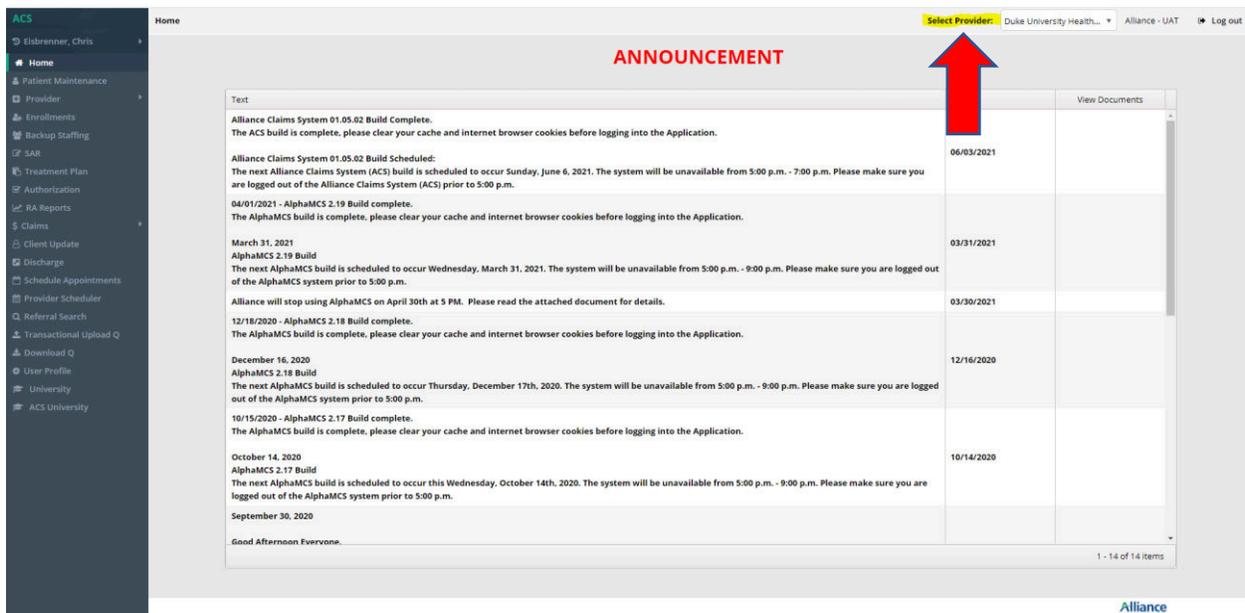
In the past, only one portal user account could be assigned to one provider. There are situations where, in reality, a person could be working under multiple providers, and that meant that ACS Support would need to create multiple portal user accounts for that person.

Now, with the current release of ACS, a new feature has been added where the above scenario is no longer necessary. A single portal user can now be linked to multiple providers, and volley between the providers using a dropdown list in the top navigation bar of ACS.

If you are an ACS portal user that uses multiple logins (email addresses) to connect to different providers, please reach out to ACS Support (ACSupport@alliancehealthplan.org) requesting this access. At that point, we will inactivate all but one account (the account you want to keep), and then link that user account to the appropriate providers.

Once you are set up, you will see the “Select Provider” dropdown at the top of your page. Each time you select a different provider from the drop down, ACS will reload and start you at the home screen for that provider.

1. After requesting the above access, you will then log in and see the “Select Provider” dropdown:



The screenshot shows the ACS portal home screen. On the left is a dark sidebar with navigation options like Home, Patient Maintenance, Provider, Enrollments, Backup Staffing, SAR, Treatment Plan, Authorization, RA Reports, Claims, Client Update, Discharge, Schedule Appointments, Provider Scheduler, Referral Search, Transactional Upload Q, Download Q, User Profile, University, and ACS University. The main content area has a top navigation bar with a 'Select Provider' dropdown menu currently set to 'Duke University Health...'. Below the navigation bar is an 'ANNOUNCEMENT' section with a table of system updates. A red arrow points to the 'Select Provider' dropdown menu.

Text	View Documents
Alliance Claims System 01.05.02 Build Complete. The ACS build is complete, please clear your cache and internet browser cookies before logging into the Application.	
Alliance Claims System 01.05.02 Build Scheduled: The next Alliance Claims System (ACS) build is scheduled to occur Sunday, June 6, 2021. The system will be unavailable from 5:00 p.m. - 7:00 p.m. Please make sure you are logged out of the Alliance Claims System (ACS) prior to 5:00 p.m.	06/03/2021
04/01/2021 - AlphaMCS 2.19 Build complete. The AlphaMCS build is complete, please clear your cache and internet browser cookies before logging into the Application.	
March 31, 2021 AlphaMCS 2.19 Build The next AlphaMCS build is scheduled to occur Wednesday, March 31, 2021. The system will be unavailable from 5:00 p.m. - 9:00 p.m. Please make sure you are logged out of the AlphaMCS system prior to 5:00 p.m.	03/31/2021
Alliance will stop using AlphaMCS on April 30th at 5 PM. Please read the attached document for details.	03/30/2021
12/18/2020 - AlphaMCS 2.18 Build complete. The AlphaMCS build is complete, please clear your cache and internet browser cookies before logging into the Application.	
December 16, 2020 AlphaMCS 2.18 Build The next AlphaMCS build is scheduled to occur Thursday, December 17th, 2020. The system will be unavailable from 5:00 p.m. - 9:00 p.m. Please make sure you are logged out of the AlphaMCS system prior to 5:00 p.m.	12/16/2020
10/15/2020 - AlphaMCS 2.17 Build complete. The AlphaMCS build is complete, please clear your cache and internet browser cookies before logging into the Application.	
October 14, 2020 AlphaMCS 2.17 Build The next AlphaMCS build is scheduled to occur this Wednesday, October 14th, 2020. The system will be unavailable from 5:00 p.m. - 9:00 p.m. Please make sure you are logged out of the AlphaMCS system prior to 5:00 p.m.	10/14/2020
September 30, 2020 Good Afternoon Everyone.	

- Then wherever you are in ACS, when you want to change providers, just select whichever provider you want from the dropdown window:

The screenshot shows the ACS Home screen with a sidebar on the left and a main content area. The main content area displays an "ANNOUNCEMENT" table with columns for Text, Date, and View Documents. A dropdown menu is open over the "Select Provider:" field, showing a list of providers: Duke University Health System - FCP State, Novant Health, Presbyterian Medical Center, and UNC Hospital. A red arrow points to the dropdown menu.

Text	Date	View Documents
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	03/31/2021	
	03/30/2021	
	12/16/2020	
	10/14/2020	

- You will then be taken to the Home Screen under that new provider:

The screenshot shows the ACS Home screen with the "Select Provider:" dropdown menu set to "UNC Hospital". The announcement table is visible, showing the same data as in the previous screenshot.

Text	Date	View Documents
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	03/31/2021	
	03/30/2021	
	12/16/2020	
	10/14/2020	

4. And you will then be switched to that new provider's data:

The screenshot displays the 'Provider Maintenance' page in the ACS system. The user is logged in as 'Elsbrenner, Chris' and is viewing data for 'UNC Hospital'. The table below shows the provider's details:

Provider ID	Provider Name	Status	Recredential Due Date	Contract Type	Organization Type	Active
1185	UNC Hospital	Contracted		Network Contract	Hospital	<input checked="" type="checkbox"/>

The page also features a sidebar with navigation options such as Home, Patient Maintenance, Provider, Enrollments, Backup Staffing, SAR, Treatment Plan, Authorization, RA Reports, Claims, Client Update, Discharge, Schedule Appointments, Provider Scheduler, Referral Search, Transactional Upload Q, Download Q, User Profile, University, and ACS University. The top right corner shows 'Select Provider: UNC Hospital', 'Alliance - UAT', and a 'Log out' button. The bottom right corner has the 'Alliance' logo.