Provider Maintenance: Referral Module
Provider Referral Portal

• Allows Alliance Call Center and Care Coordination to make more effective referrals to services by providing staff with real time information regarding provider availability to accept referrals

• Alliance will be able to use the data in this module to assess the accessibility of specific services

• This module will feed the external Provider Search Tool on the Alliance website
How the Portal Benefits Providers

• Portal used to see availability of services
• Potential for increase in referrals as Alliance departments use the portal to inform internal staff and stakeholders of service availability
• By keeping their information current, providers can help members engage quickly in services by referral to providers who are accepting patients.
• Providers can use this data to assess their own capacity and accessibility
Overview

• Providers will need to create or log into their profile on the Provider Maintenance Portal
  o Update providers’ ability to accept referrals per site and service
  o Inform Alliance of ability to see a member within 7 days of discharge from a facility
  o Enter ages being served and if there are any languages in which provider is culturally competent in
Accessing the Portal

Click here for Portal log in
Provider Login

After account has been created, login using email as username. Note: Username and password are both case sensitive.

Click here to create account
Entering the Portal

Click here to enter portal
Referrals Module Dashboard

• The initial launching point for any and all actions you will take in the system

• Fluid for the next few months as more new modules are released in the Provider Maintenance application
  - Initially, only the Accreditation section on the dashboard contained data
  - Referrals section is now also being put into use
  - Clinician Maintenance section is under construction and there will be future modules after that
Referrals Module Dashboard

• When you first access the dashboard, you may or may not see any data on the page displayed.
Enter/Verify Referral Status

- All site addresses for the Provider will be displayed in a list with each site being collapsible and the first site expanded when the page is accessed – start with the first site or collapse it and expand a different site.
Enter/Verify Referral Status

• Note that the checkboxes that are inside the Accepting Referrals and 7 Day Appt column heading cells allow the Provider to select Yes for all of the services in the entire table.
Selecting Age Groups and Languages

Click the arrow next to the service to expand the additional information for that service.

The Age Groups and Languages tabs are displayed – click the Add new record tab to add age groups for that service.
Selecting Age Groups and Languages

Now you must select the languages that are spoken for this service – Click the Languages tab and then click the Add new record

A new row is added below, expand that row to select a language from the list of languages provided and then click the Update button
Important to Remember

• **ALWAYS** click ‘Verify Referrals’ regardless of whether you have made any changes or your referral status

• This is your confirmation that the information in the database is accurate
Email Reminders

• The system will generate automatic email reminders with the expectation that providers will review and verify the database at least every 90 days
Questions or Technical Assistance?

• Technical support for the Provider Referral Portal
  Melissa Payne, Provider Network Development Specialist
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• Check Provider News Weekly for updates or changes:
  https://www.alliancehealthplan.org/providers/