



# 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
  - Update providers' ability to accept referrals per site and service
  - Inform Alliance of ability to see a member within 7 days of discharge from a facility
  - Enter ages being served and if there are any languages in which provider is culturally competent in

# Accessing the Portal

The screenshot shows the Alliance Health website interface. At the top, the Alliance Health logo is on the left, and the text "24-Hour Access And Information Line Call (800) 510-9132" is on the right. Below the logo, there is a navigation bar with four tabs: "Individuals and Families", "For Providers", "About Alliance", and "Find a Provider". A search bar is located to the right of these tabs. The main content area is divided into a left sidebar and a main grid. The sidebar contains links for "Provider News", "Publications, Forms and Documents", "Working with Alliance", "Provider Resources", and "Calendar". The main grid displays several news items, each with an Alliance Health logo icon, a title, and a date. A red box highlights the "Access the Provider Portal" button in the sidebar, and a red arrow points from the text "Click here for Portal log in" to this button. The bottom of the page features a blue footer bar with the text "The Provider Helpline is available if you need assistance." and a small icon of a person. The Windows taskbar is visible at the very bottom, showing the time as 11:32 AM on 4/22/2019.

Individuals and Families ▾ For Providers ▾ About Alliance ▾ Find a Provider ▾ Search...

Provider News >

Publications, Forms and Documents >

Working with Alliance >

Provider Resources >

Calendar >

Login to AlphaMCS ➔

**Access the Provider Portal ➔**

QIP shows improved after-hours response  
April 16, 2019

Psychological Assessment Training  
April 9, 2019

New Record Retention Schedule  
April 5, 2019

Upcoming IDD Care Coordination Changes and Listening Sessions  
April 16, 2019

Request for Feedback on Community Needs Assessment  
April 5, 2019

Spring 2019 Alliance InTouch newsletter now available  
April 3, 2019

Click here for Portal log in

11:32 AM  
4/22/2019

# Provider Login

The screenshot shows the Alliance Health Application Portal. The header includes a back arrow, the Alliance Health logo, and a welcome message: "Welcome to the Application Portal: A Product of Alliance Health" with a "Log in" link. The left sidebar contains "Alliance Health" and a "Home" link. The main content area features a login form with "Username:" and "Password:" labels, each followed by a text input field. Below the form is a green "Login" button. A red box highlights the "Register New Provider User Account" link, with a red arrow pointing to it from the text "Click here to create account". A red bracket groups the username and password fields, with a red note stating: "After account has been created, login using email as username. Note: Username and password are both case sensitive." A "Help Doc ?" button is located at the bottom right of the form area.

«

Welcome to the Application Portal: A Product of Alliance Health Log in

Alliance Health

Home

Username:

Password:

Login

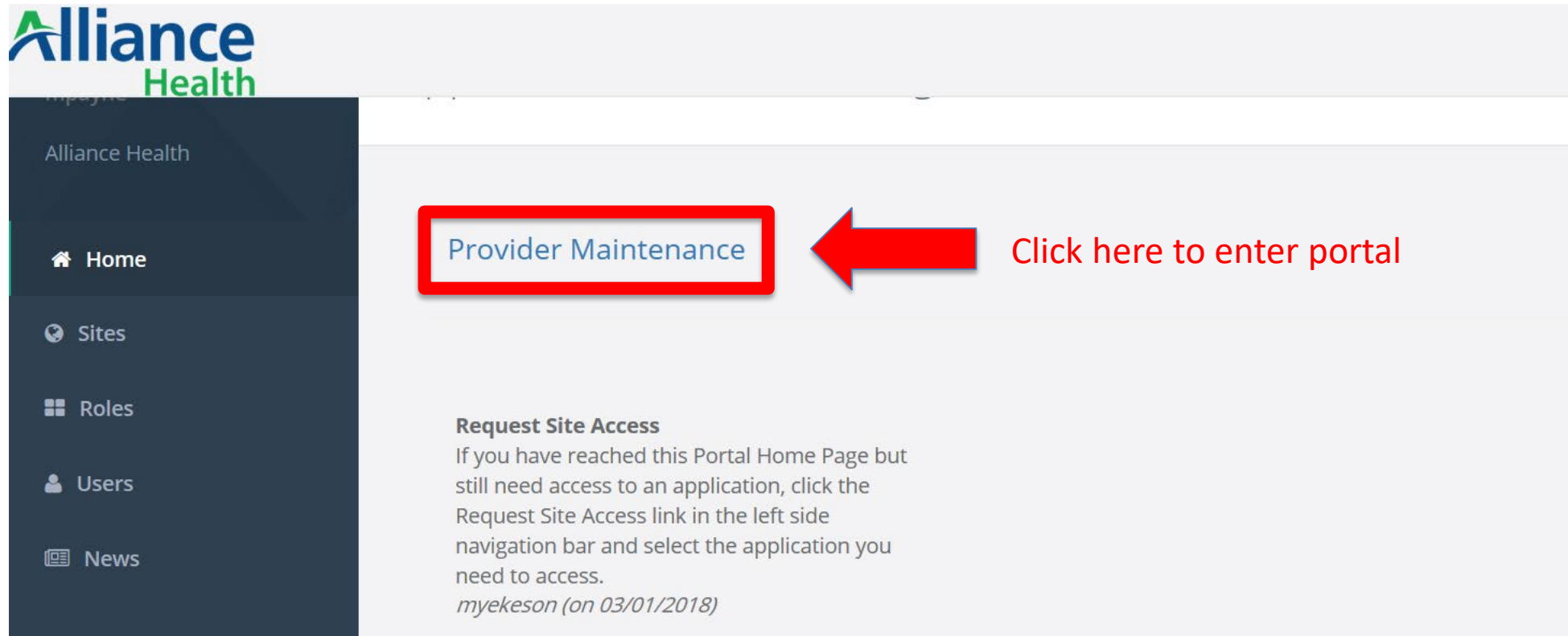
Register New Provider User Account

Help Doc ?

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



The screenshot shows the Alliance Health Plan portal interface. On the left is a dark blue navigation sidebar with the following items: "Alliance Health" (with a small logo), "Home" (with a house icon), "Sites" (with a globe icon), "Roles" (with a grid icon), "Users" (with a person icon), and "News" (with a document icon). The main content area has a light gray background. At the top of this area is a horizontal bar containing a link labeled "Provider Maintenance", which is highlighted with a red rectangular border. To the right of this link is a large red arrow pointing left towards the link, followed by the text "Click here to enter portal" in red. Below the "Provider Maintenance" link, there is a section titled "Request Site Access" in bold. The text below this title reads: "If you have reached this Portal Home Page but still need access to an application, click the Request Site Access link in the left side navigation bar and select the application you need to access." At the bottom of this section, it says "myekeson (on 03/01/2018)".

**Alliance Health**

Alliance Health

[Provider Maintenance](#)

Click here to enter portal

**Request Site Access**

If you have reached this Portal Home Page but still need access to an application, click the Request Site Access link in the left side navigation bar and select the application you need to access.

*myekeson (on 03/01/2018)*



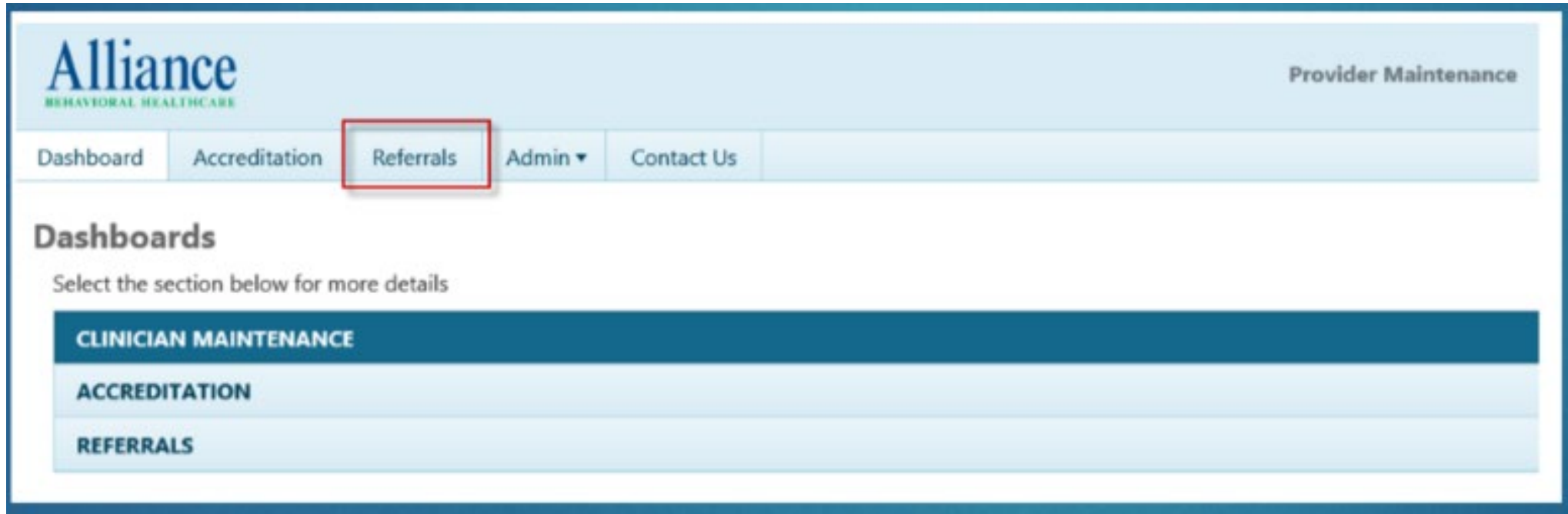
# Referrals Module Dashboard

- 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

Referrals

Last Reviewed by sptest1@alliancebhc.org on 1/16/2019

Verify Referrals

User's Guide

Test Training Provider 1

Site Address ↑

123 Abc Xyz Durham, NC 27703

First Site Address

Service	Funding Source	<input type="checkbox"/> Accepting Referrals	<input type="checkbox"/> 7 Days Appt?	Age Groups	Languages
▶ Assertive Engagement	State	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Adults (21+)	American Sign Language, Spanish
▶ Assessment	State	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Assessment	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Evaluation and Management	State	<input type="checkbox"/>	<input type="checkbox"/>	All Ages	Spanish, American Sign Language
▶ Evaluation and Management	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Medication Administration	State	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Medication Administration	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Outpatient Group Therapy	State	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Outpatient Group Therapy	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Outpatient Individual Therapy - MD	State	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Outpatient Individual Therapy - MD	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		

1 - 4 of 4 items

# 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

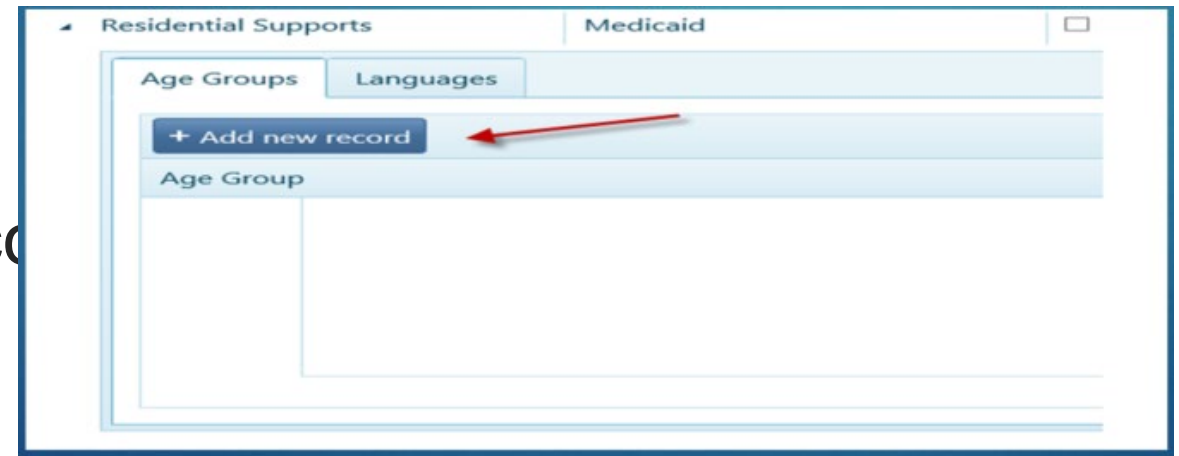
<input type="checkbox"/> Accepting Referrals	<input type="checkbox"/> 7 Days Appt?
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# Selecting Age Groups and Languages

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

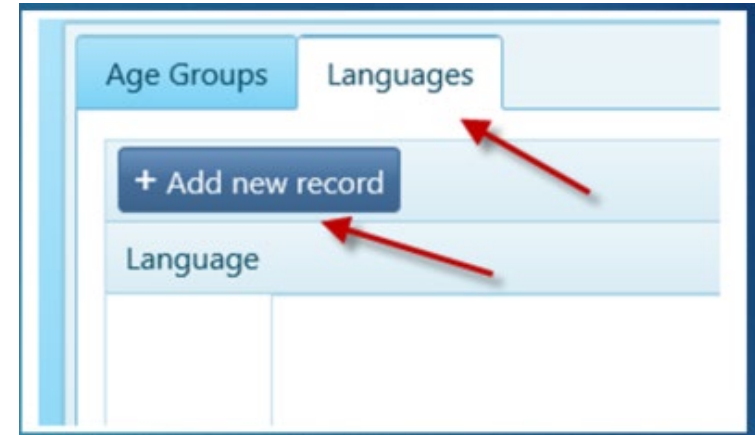


The Age Groups and Languages tabs are displayed – click the Add new record tab to add age groups for that service

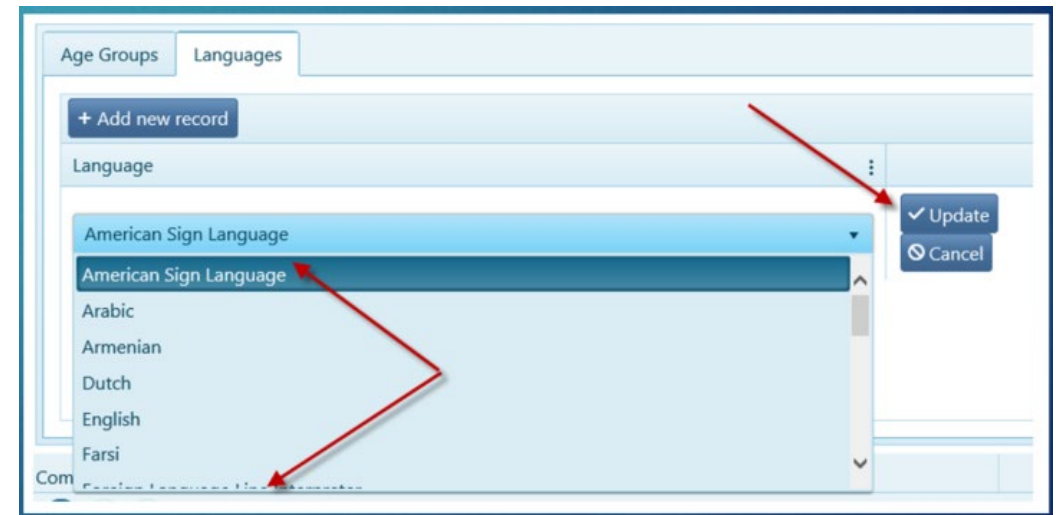


# Selecting Age Groups and Languages

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

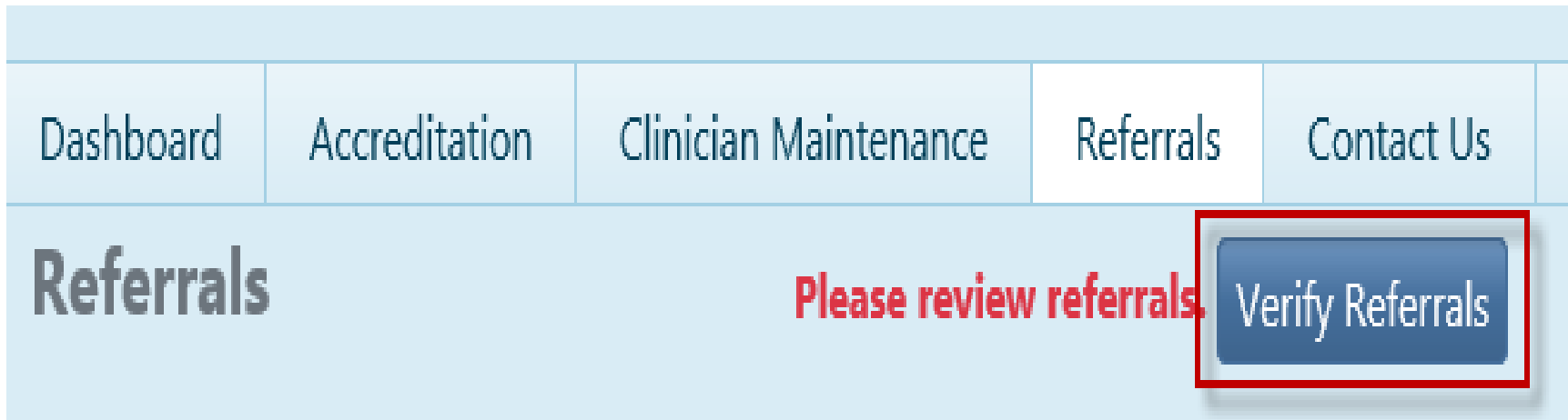


A new row is added below, expand that row to select a language from the list of languages provided and then click the Update button



# 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  
[mpayne@AllianceHealthPlan.org](mailto:mpayne@AllianceHealthPlan.org), (919) 651-8801
- Check Provider News Weekly for updates or changes:  
<https://www.alliancehealthplan.org/providers/>