



Provider Maintenance – Referrals Module

Provider Maintenance Web Application, v3.0.6801.23572

Referrals - Provider User Guide

Prepared by: Jeff Guthrie
Created on: 08/15/2018
Updated by: Jeff Guthrie
Updated on: 12/6/2018

Confidentiality Notice: *This document (including any attachments) may contain confidential, proprietary and/or privileged information. Any unauthorized disclosure, distribution or use other than it's intended purpose is strictly prohibited.*

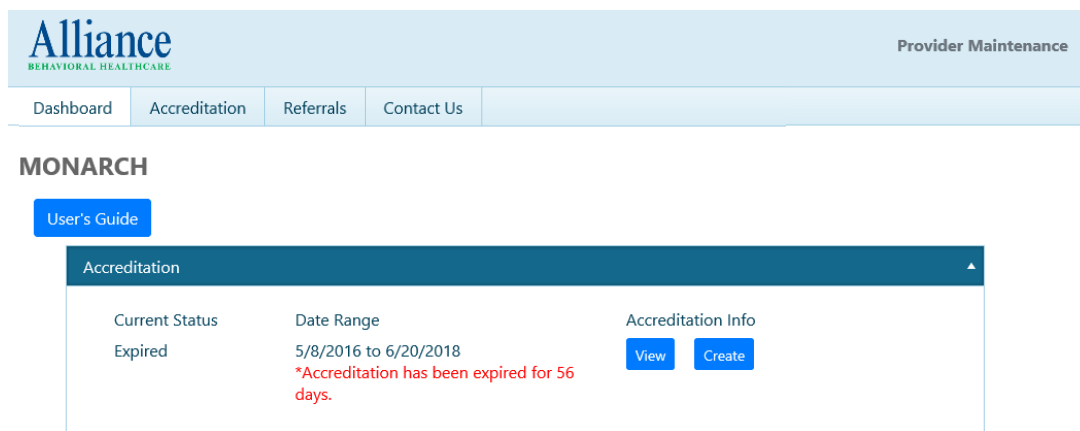
Table of Contents

Referrals User Guide for Providers.....	3
Dashboard	3
Enter Referral Status	3
Verify Referrals	7

Referrals User Guide for Providers

Dashboard

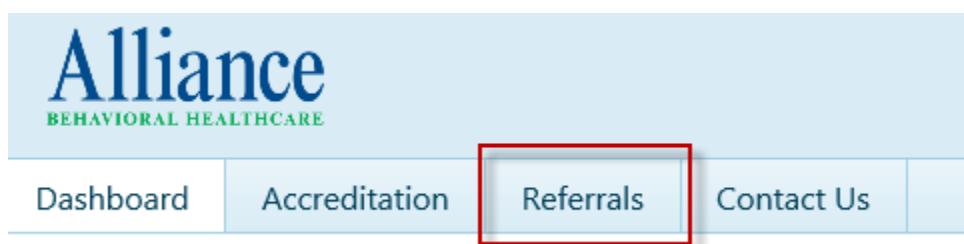
The Dashboard is the initial launching point for any and all actions you will take in the system. This dashboard will be fluid for the next few months as more new modules are released in the Provider Maintenance application. Initially, only the Accreditation section on the dashboard contained data. Now, the Referrals sections is also being put into use. The Clinician Maintenance section is under construction and there will be future modules after that.



When you first access the dashboard, you may or may not see an Data on the page displayed.

Enter Referral Status

From the Dashboard, click the Referrals tab at the top of the page.



Once on the Referrals page, you will need to follow this process:

NOTE: All of the data used to populate the Referrals module is downloaded from from the Contracts module of Alpha every night. So, if something has changed on your contract within 24 hours, it may not reflect in our system yet. Return the next day and verify the changes have occurred.

1. All site addresses will be displayed in a list, each site being collapsible and the first site expanded when you access the page. Start with the first site or collapse it and find the site address you are looking for.

Referrals Verify Referrals User's Guide

MONARCH

Site Address ↑

1100 Lafayette Dr Albemarle, NC 28001

Service	Funding Source	<input type="checkbox"/> Accepting Referrals	<input type="checkbox"/> 7 Days Appt?	Age Groups	Languages
▶ Residential Supports	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Community Networking	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Telepsych Site	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		

▶ 1100 W 1st St Winston Salem, NC 27101

▶ 130 N Judd Parkway Fuquay Varina, NC 27526

▶ 1385 Cauthen Dr Rockingham, NC 28379

▶ 1401 Cauthen Dr Rockingham, NC 28379

▶ 1615 Moss Springs Rd Albemarle, NC 28001

▶ 170 Oak St Raeford, NC 28376

▶ 1810 Back Creek Dr Charlotte, NC 28213

1 - 33 of 33 items

Notice that Services and Funding Source automatically populate in the collapsible section for this specific address.

1100 Lafayette Dr Albemarle, NC 28001

Service	Funding Source	<input type="checkbox"/> Accepting Referrals	<input type="checkbox"/> 7 Days Appt?	Age Groups	Languages
▶ Residential Supports	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Community Networking	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Telepsych Site	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		

2. For each service, you must indicate whether or not you are accepting referrals by selecting the corresponding checkbox. You must also indicate if patients can be seen within 7 days by selecting the 7 Days Appt? checkbox.

1100 Lafayette Dr Albemarle, NC 28001

Service	Funding Source	<input type="checkbox"/> Accepting Referrals	<input type="checkbox"/> 7 Days Appt?	Age Groups	Languages
▶ Residential Supports	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Community Networking	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		
▶ Telepsych Site	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>		

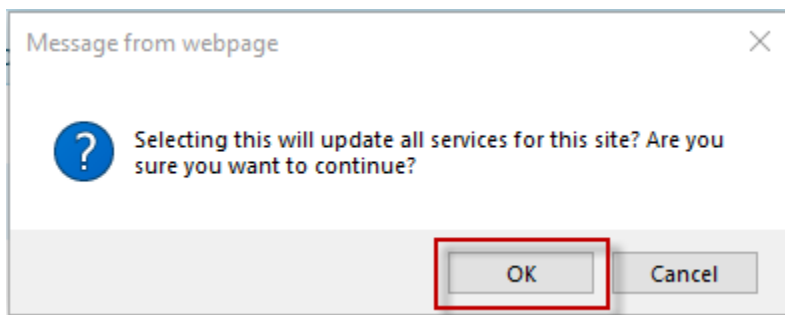
NOTE: The checkboxes that correspond to the Accepting Referrals and 7 Days Appt? column headings allow you to select Yes for all of the services by funding source in the entire table.

<input type="checkbox"/> Accepting Referrals	<input type="checkbox"/> 7 Days Appt?
--	---------------------------------------

Once you make a change in the system, it is automatically saved and you will see the following message popup on your screen.

The update was completed successfully. 1 service was affected.

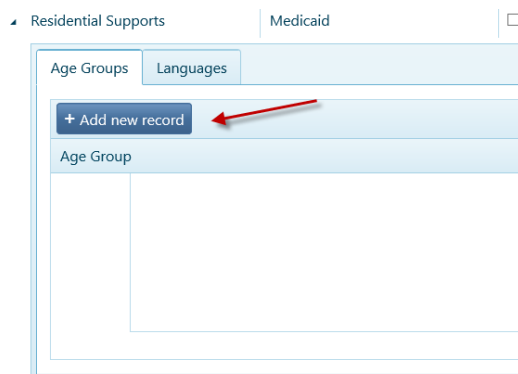
If you use the “Select All” functionality, a message box will appear. Select OK to select all of the checkboxes..



3. Now you must select Age Groups for the Service identified above. You must first Expand the additional info below the Service to do that. Click the Expand icon that corresponds to the service.



4. The Age Groups and Languages tabs are displayed. Click the Add New Record button in the Age Group tab to add age groups for the service.



5. A new row is added below, expand the dropdown menu to select an Age Band from the list of bands provided and then click the Update button.

The screenshot shows the 'Age Groups' tab. At the top, there is a '+ Add new record' button. Below it is a table with a header 'Age Group'. A dropdown menu is open, showing a list of age bands: Adolescents, Adults (18+), Adults (21+), All Ages, Child and Adolescent, and Children (Under 18). A red arrow points to the 'Adolescents' option. Another red arrow points to the 'Update' button. A third red arrow points to the 'Add new record' button.

Repeat this step for each Age Group that this service with this funding source is offered. Notice that there is a choice for All Ages. Click the Update button when complete.

6. Now you must select the languages that are spoken for this service. Click the Languages tab and then click the Add New Record.

The screenshot shows the 'Languages' tab. At the top, there is a '+ Add new record' button. Below it is a table with a header 'Language'. A red arrow points to the 'Add new record' button. Another red arrow points to the 'Language' column header.

7. A new row is added below, expand the dropdown menu to select a Language from the list of languages provided and then click the Update button.

The screenshot shows a web application interface with two tabs: 'Age Groups' and 'Languages'. The 'Languages' tab is active. Below the tabs is a '+ Add new record' button. A table with one row is visible, with the header 'Language'. A dropdown menu is open for this row, displaying a list of languages: American Sign Language, Arabic, Armenian, Dutch, English, and Farsi. A red arrow points from the 'Update' button to the dropdown menu, and another red arrow points from the 'Update' button to the 'American Sign Language' option in the list. The 'Update' button is highlighted with a blue checkmark.

Repeat this step for each Language that this service with this funding source is offered.

Providers must repeat this process for every site and for ALL services/funding source combinations listed in order for this data to be on our External Provider Search tool. Any changes to contracts in AlphaMCS (adding or removing services) will be reflected in the Referrals application after 24 hours.

Verify Referrals

It is the responsibility of the Provider to keep this information updated. To that end, Alliance has set up a verification button to allow providers to log in every quarter, and if they have no changes to make, they can just click the Verify Referrals button at the top of the page. If you have not made any changes or verified your referrals after 3 month, the system will send you a reminder email. This email will continue being sent every week until you update or verify your information.

The screenshot shows a web application interface with four tabs: 'Dashboard', 'Accreditation', 'Referrals', and 'Contact Us'. The 'Referrals' tab is active. Below the tabs is a 'Verify Referrals' button, which is highlighted with a red box. A red arrow points from the 'Verify Referrals' button to the 'Please review referrals' text.