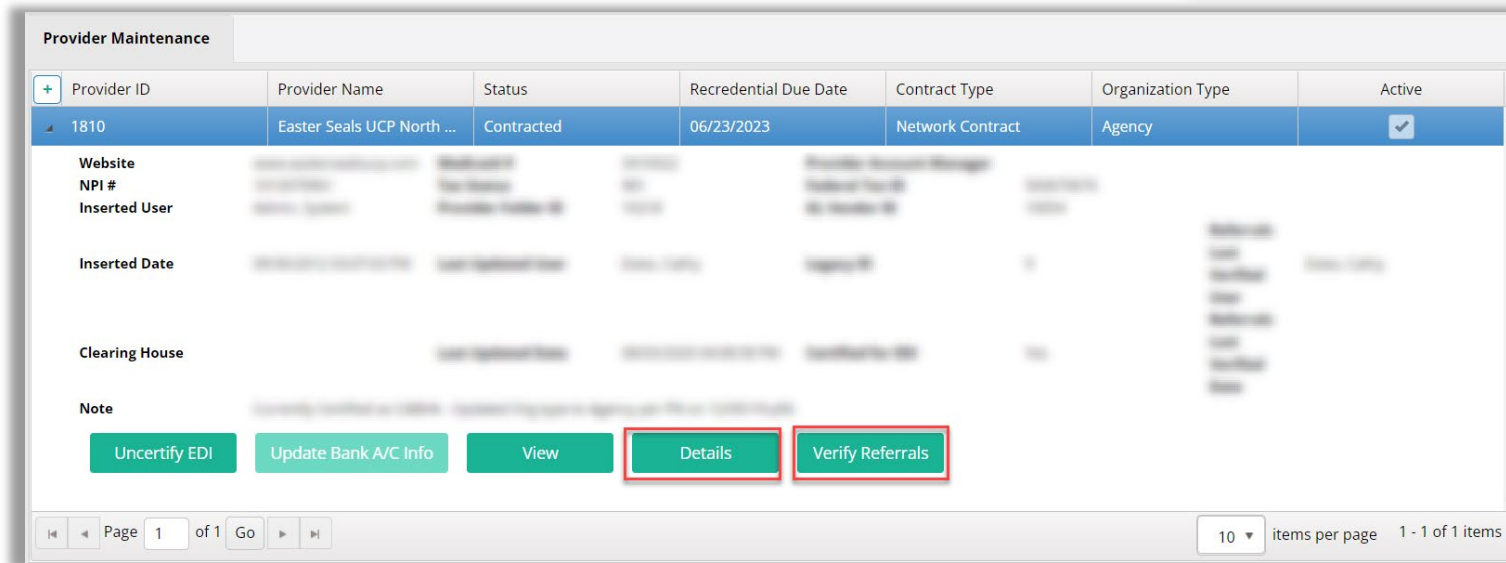
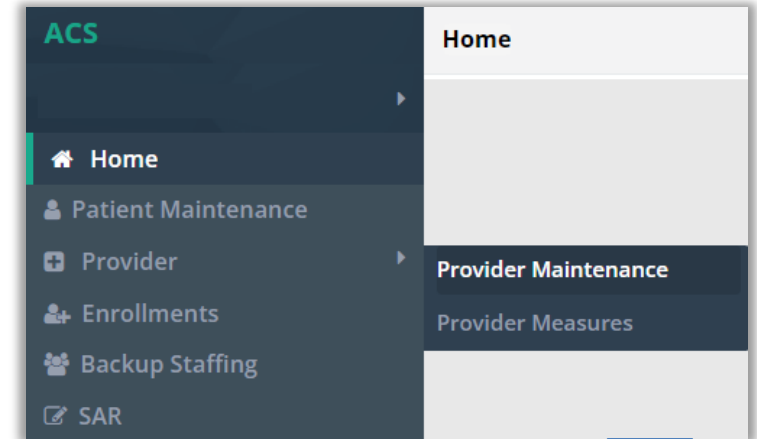




Provider Maintenance Tutorial

Referrals

- Alliance will continue to require providers to enter and then update or confirm their referral information.
- Providers will now do this through the ACS Provider Portal.



- **Note the Verify Referrals button. This button is used when you have no changes to make to your referral data.**

Referrals (continued)

- Once in your Provider record in ACS, you can navigate to Details to enter both Referrals and Accreditations.
- First, Referrals.
- Go to Sites.
- Expand a Site.
- Click Details.

Provider Maintenance

Provider ID: 1256 Provider Name: Eastern Seaboard Health Services, Inc. NPI: 1013079861 Status: Contracted Contract Type: Network Contract Organization Type: Agency [Close Record](#)

Serving Counties: **Sites** Site Mapping Contracts Clinicians Provider Notes Provider Docs Suspensions Vendor Mapping

Accreditations

Sites [Filter](#)

Site ID	Site Name	Status	Available Sta...	Contract Type	Organizatio...	City	Effective Date	End Date	Main	PRTF	Active
1016	Eastern Seab...	Contracted	Available	Network Co...	Agency	Raleigh	01/01/1900		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1017	Eastern Seab...	Contracted	Available	Network Co...	CABHA	Durham	01/01/1900		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1256	Raleigh Gro...	Contracted	Available	Network Co...	Agency	Raleigh	01/01/1900		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Address1: 1528 Ben Lloyd Dr
Address2:
PO Box:
PO Box Can Be Used: No
Inserted User: Admin System
Inserted Date: 06/20/2012 03:08:13 PM
Notes: CHANGED DRUG TO DRUG

State: NC
Zip: 27604-2305
County: Wake
Last Updated User: Regis, Angela
Last Updated Date: 10/22/2012 10:49:22 PM

NPI #: 1013079861
Of Beds: 5
MHL #: 1045, 1052, 471
ICF Site: No
Open Access for Referral: No
IMD: No
ADA Compliant: No

[Details](#)

Referrals (continued)

- Everyone should be familiar with the Site Details page.
- Scroll to Referrals.
- Contracted Services Appear.
- Expand Service.
- Click Update.

Site Details

1818 Eastern Seals VCF North Carolina & Virginia, Inc. Agency: Raleigh Group Home 1129 Ben Lloyd Dr, 1129 Ben Lloyd Dr Raleigh NC 27604-2305

Addresses

Site ID	Site Name	Address Type	State	City	Zip	Active
1256	Raleigh Group Home 1...	Billing	NC	Raleigh	27604-2305	<input checked="" type="checkbox"/>

Page 1 of 1 Go 10 items per page 1 - 1 of 1 items

Site Contacts

Site ID	Site Name	Contact Type	Last Name	First Name	Phone	Phone Ext #	Effective Date	End Date	Active
1256	Raleigh Group ...	Primary	German	Mark	919-528-4191		06/01/2015		<input checked="" type="checkbox"/>

Page 1 of 1 Go 10 items per page 1 - 1 of 1 items

Referrals

Service Definition	Funding Source	Accepting Referrals	7 Day Appt	Site ID	Site Name	Active
ACTT/IDDT	Medicaid	<input type="checkbox"/>	<input type="checkbox"/>	1256	Raleigh Group Home 1...	<input checked="" type="checkbox"/>
Assessment	State	<input type="checkbox"/>	<input type="checkbox"/>	1256	Raleigh Group Home 1...	<input checked="" type="checkbox"/>
Group Living Moderate B...	State	<input type="checkbox"/>	<input type="checkbox"/>	1256	Raleigh Group Home 1...	<input checked="" type="checkbox"/>

Page 1 of 8 Go 10 items per page 1 - 8 of 8 items

ACTT/IDDT

Age Groups

Last Updated User Guthrie, Jeff

Last Updated Date 03/15/2022 12:26:17 PM

Note Added as part of retrieving Referral data

Update

Languages

Inserted User Guthrie, Jeff

Inserted Date 03/15/2022 12:26:17 PM

Page 1 of 8 Go 10 items per page 1 - 8 of 8 items

Referrals (continued)

- Here you add referral Information.
- Accepting Referrals.
- 7 Day Appointment.
- Age Groups.
- Languages.
- Click Save .

The screenshot shows the 'Update Referral' form with the following fields and annotations:

- Site:** A text field containing 'Kathryn Group Home 152'.
- Service Definition:** A text field containing 'ACTT/IDDT'. Below it is a checkbox labeled '7 Day Appointment' with a red arrow pointing to it.
- Funding Source:** A text field containing 'Medicaid'.
- Accepting Referrals:** A checkbox labeled 'Accepting Referrals' is circled in red.
- Age Groups:** A dropdown menu is open, showing a list of age groups: Adolescents, Adults (18+), Adults (21+), All Ages, Child and Adolescent, Children (0-3), and Children (Under 18). A red arrow points to the dropdown.
- Languages:** A dropdown menu is open, showing a list of languages: Burmese, Cambodian, Chinese, Croatian, Dutch, English, and French. A red arrow points to the dropdown.
- Buttons:** At the bottom right, there are 'Cancel' and 'Save' buttons. The 'Save' button is highlighted with a red rectangle.

Verify Referrals

- Every 3 months, Alliance would like for you to verify that your referral info is correct and edit accordingly.
- You can drill down to Site details for each site and verify/update your referral preferences at any time.
- Once done, just click the Verify Referrals button mentioned earlier.

The screenshot shows a web application interface for managing referrals. At the top, there's a 'Referrals' header. Below it is a table with columns: Service Definition, Funding Source, Accepting Referrals, 7 Day Appt, Site ID, Site Name, and Active. The first row is expanded, showing details for 'ACTT/IDDT' with 'Medicaid' funding. The 'Accepting Referrals' and '7 Day Appt' columns in this row have checkboxes that are circled in red. To the left of the table, a red arrow points to the 'Age Groups' section, which lists 'Adults (18+), Adults (21+), Geriatrics (55+)'. Another red arrow points to the 'Languages' section, which lists 'English, German'. Below these sections, there is a green 'Update' button outlined in red. At the bottom of the interface, there is a pagination bar showing 'Page 1 of 1', a 'Go' button, and '10 items per page 1 - 8 of 8 items'.

Service Definition	Funding Source	Accepting Referrals	7 Day Appt	Site ID	Site Name	Active
ACTT/IDDT	Medicaid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1256	North Group Home L...	<input checked="" type="checkbox"/>

Age Groups
Last Updated User: [redacted]
Last Updated Date: 03/15/2022 12:56:20 PM
Note: Added as part of retrieving Referral data

Languages
Inserted User: [redacted]
Inserted Date: 03/15/2022 12:26:17 PM

Update

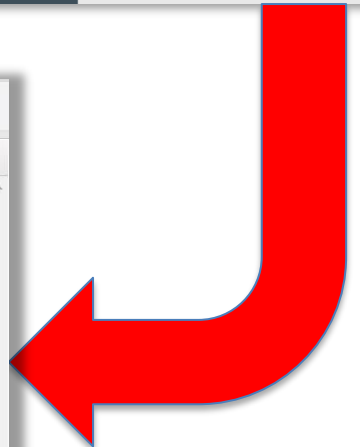
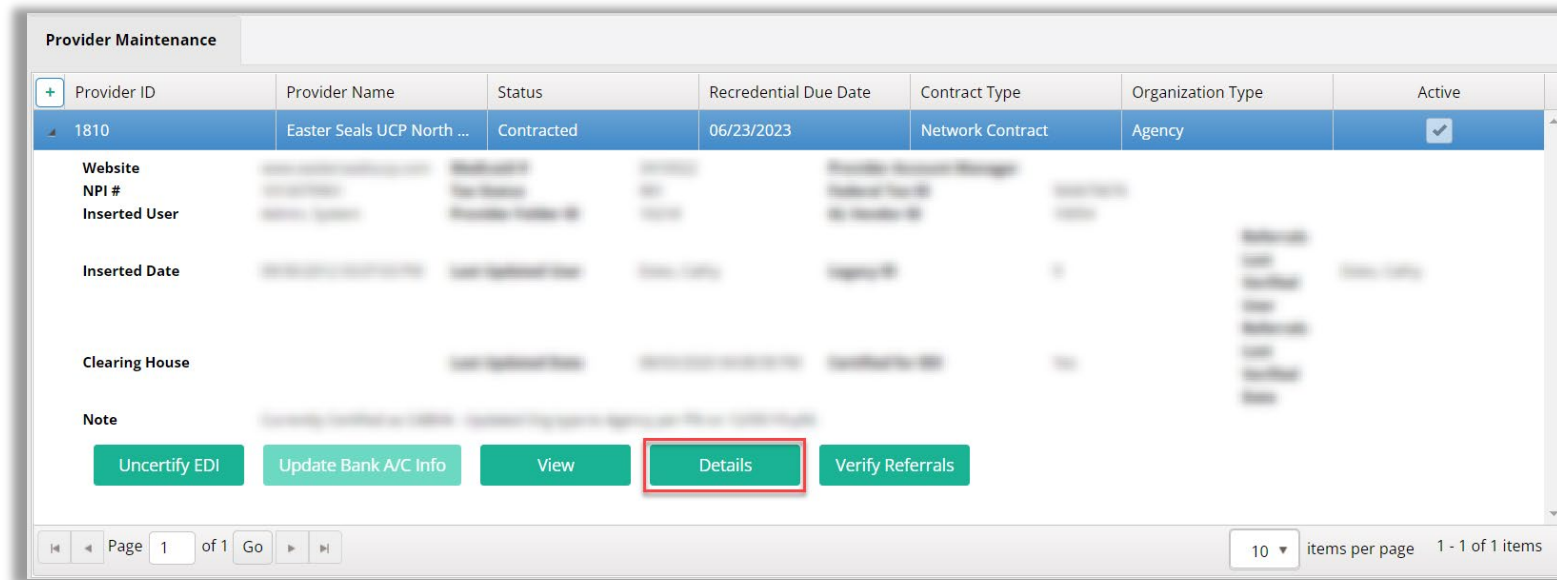
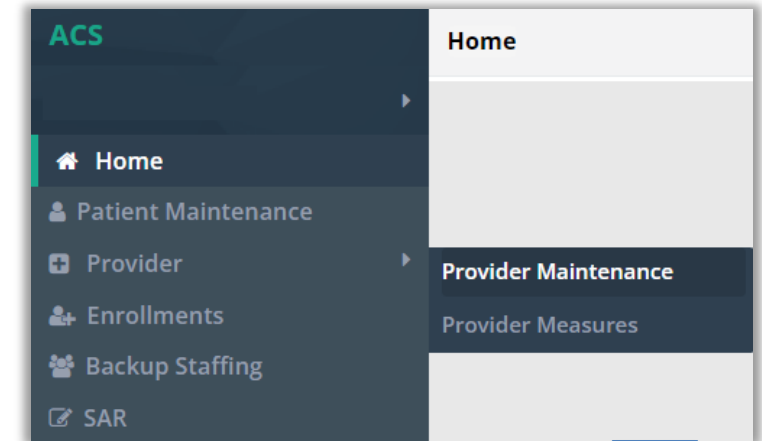
Assessment State ☐ ☐ 1256 North Group Home L... ☒

Page 1 of 1 Go 10 items per page 1 - 8 of 8 items

Verify Referrals

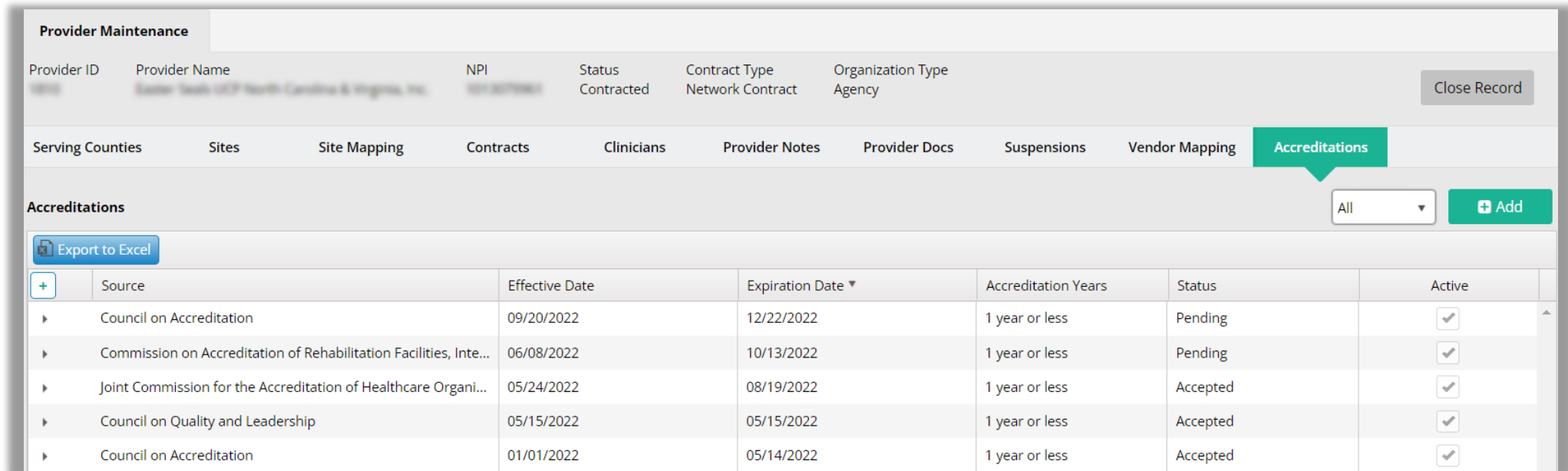
Accreditations

- Navigate the same way as you did to access Referrals.
- Click the Details button.



Accreditation (continued)

- Click the Accreditations Tab. You click the Add button to create a new record.
- You may or may not see records here. If this is your first time entering an accreditation, the grid will be empty.



The screenshot displays the 'Accreditations' tab within the 'Provider Maintenance' section. At the top, a header bar shows various tabs: 'Serving Counties', 'Sites', 'Site Mapping', 'Contracts', 'Clinicians', 'Provider Notes', 'Provider Docs', 'Suspensions', 'Vendor Mapping', and 'Accreditations' (which is highlighted). Below the header, there is a 'Close Record' button. The main content area is titled 'Accreditations' and includes a dropdown menu set to 'All' and an 'Add' button. An 'Export to Excel' button is also present. The table below lists accreditation records with columns for Source, Effective Date, Expiration Date, Accreditation Years, Status, and Active status.

	Source	Effective Date	Expiration Date ▼	Accreditation Years	Status	Active
▶	Council on Accreditation	09/20/2022	12/22/2022	1 year or less	Pending	✓
▶	Commission on Accreditation of Rehabilitation Facilities, Inte...	06/08/2022	10/13/2022	1 year or less	Pending	✓
▶	Joint Commission for the Accreditation of Healthcare Organi...	05/24/2022	08/19/2022	1 year or less	Accepted	✓
▶	Council on Quality and Leadership	05/15/2022	05/15/2022	1 year or less	Accepted	✓
▶	Council on Accreditation	01/01/2022	05/14/2022	1 year or less	Accepted	✓

Accreditation (continued)

- Click the Add button to create a new accreditation record.
- A blank accreditation form opens. Fill in fields appropriately.
- Required fields are marked with an asterisk
- You must choose either 1 year or less or 2+ years for Accreditation Years.
- No matter how many years or governing body, you always have to add at least one attachment for the accreditation to be accepted.

Add Accreditation

Accreditation Status: Pending

Source *

-- Choose Governing Body --

-- Choose Governing Body --

Commission on Accreditation of Rehabilitation Facilities, Internat

Council on Accreditation

Council on Quality and Leadership

Joint Commission for the Accreditation of Healthcare Organizati

Effective Date *

Expiration Date *

Accreditation Years *

-- Choose Years --

Feedback Comments

Provider Comments

For accreditations that are 1 year or less, please upload all supporting documentation for your abbreviated accreditation.

For accreditations that are 2 years or more, please upload a copy of your Letter of Accreditation.

Add New Document

Filename	Description	Created Date
----------	-------------	--------------

Page 0 of 0 Go 10 items per page No items to display

☒ Active

Cancel

Save

Save & Submit

Accreditation (continued)

- Expand the row in the grid to view the accreditation info.
- View and Update take you to the same formatted page.
 - Update allows you to update information before submitting or when more information is requested
 - View allows you to view the details but does not have a Save or Save and Submit button

Provider Maintenance

Provider ID: 10000, Provider Name: Eastern Health Care North Carolina & Virginia, Inc., NPI: 1013079800, Status: Contracted, Contract Type: Network Contract, Organization Type: Agency, Close Record

Serving Counties, Sites, Site Mapping, Contracts, Clinicians, Provider Notes, Provider Docs, Suspensions, Vendor Mapping, **Accreditations**

Accreditations All Add

Export to Excel

	Source	Effective Date	Expiration Date	Accreditation Years	Status	Active
	Council on Accreditation	09/20/2022	12/22/2022	1 year or less	Pending	<input checked="" type="checkbox"/>
<div>Inserted User: Test Administrator, Inserted Date: 03/08/2022 03:59:14 PM, Last Updated User: Test Administrator, Last Updated Date: 03/08/2022 04:35:52 PM, Note:</div> <div>View Update</div>						
	Commission on Accreditation of Rehabilitation Facilities, Inte...	06/08/2022	10/13/2022	1 year or less	Pending	<input checked="" type="checkbox"/>

Accreditation (continued)

Update

Update Accreditation

Accreditation Status: Pending

Source *

Council on Accreditation

Effective Date *

09/20/2022

Expiration Date *

12/22/2022

Accreditation Years *

1 year or less

Feedback Comments

Provider Comments

For accreditations that are 1 year or less, please upload all supporting documentation for your abbreviated accreditation.
For accreditations that are 2 years or more, please upload a copy of your Letter of Accreditation.

Add New Document

Filename	Description	Created Date
US 2307 - PCP-AMH-CMA Scenarios_09...	scxxzc	03/08/2022 04:35:52 PM
DENIAL GUIDE -update.pdf	ss	03/08/2022 04:14:44 PM
ACS Enhancement Request.docx	test	03/08/2022 04:12:39 PM

Page 1 of 1

Go

10 Items per page

1 - 4 of 4 Items

Active

Cancel

Save

Save & Submit

View

View Accreditation

Accreditation Status: Pending

Source *

Council on Accreditation

Effective Date *

09/20/2022

Expiration Date *

12/22/2022

Accreditation Years *

1 year or less

Feedback Comments

Provider Comments

For accreditations that are 1 year or less, please upload all supporting documentation for your abbreviated accreditation.
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Add New Document

Filename	Description	Created Date
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DENIAL GUIDE -update.pdf	ss	03/08/2022 04:14:44 PM
ACS Enhancement Request.docx	test	03/08/2022 04:12:39 PM

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Go

10 Items per page

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Active

Close

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