

Alliance Member Portal User Guide

The Alliance Member Portal is an online tool to help you manage your personal and care management information such as your personal details, goals, and provider information. This guide will help you learn how to use your Member Portal and explain what types of information and tools you will find in your portal.

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How do I log in to my Member Portal?

To log in to your Member Portal, you need a user ID and password. To get your login information, send an email to MemberPortal@alliancehealthplan.org. You can also call either of these numbers:

- (919) 678-5407
- (877) 524-0011

To get to the Member Portal, either:

- Click this link: [Alliance Health Member Portal](#)
- Open a web browser (Google Chrome or Microsoft Edge are the best browsers to use for the Member Portal) and copy and paste this website: <https://alliancebhmp.zeomega.com/cms/MemberPortal/Controller/getIndex>
- Access the link from the Alliance Health website: alliancehealthplan.org

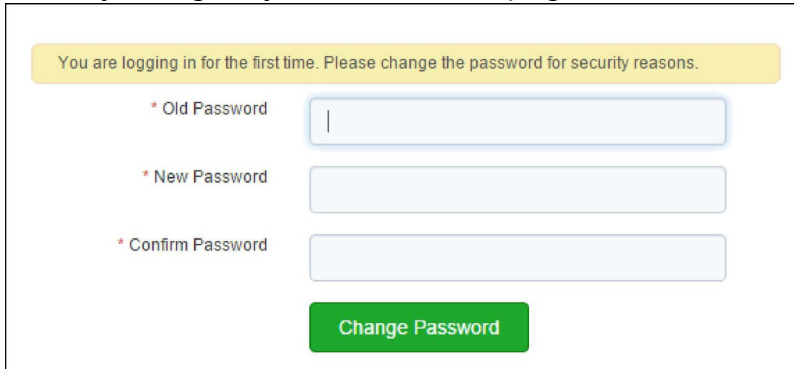
Once you get to the Member Portal website, type the login ID and password provided by the Alliance Health Information Team, and click the **Login** button.

The screenshot shows the Alliance Health Member Portal login page. At the top left is the Alliance Health logo. To the right are links for 'Help Using the Member Portal', 'AllianceHealthPlan.org', and 'English'. Below the navigation is a large banner area. On the left is a photo of a diverse family of four. In the center is the 'Alliance Health Member Portal' title and a list of important notices. On the right is the 'Portal Login' section, which includes a 'Login' input field, a 'Password' input field, a checkbox for 'By Logging in I agree the Terms and Conditions and EULA', a green 'Login' button circled in red, and a blue button for 'Having trouble logging in? 877-524-0011'. At the bottom left is 'Privacy Information' and at the bottom right is 'Powered by zeomega Memberportal Version : 0.5 (R10)'.

Changing your password on your first login

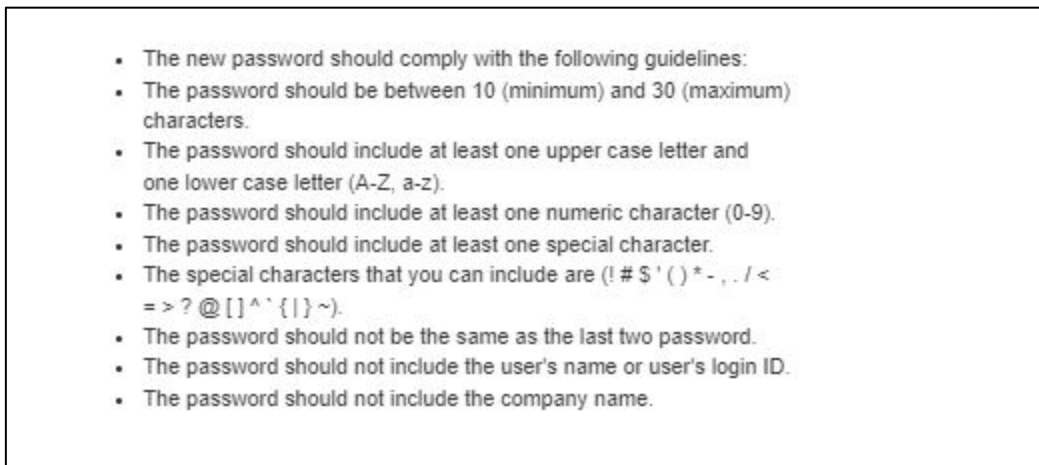
The first time you log in to your Member Portal, you will need to change your password. To change your password, follow these steps:

1. When you log in, you will see this page:



The screenshot shows a web form for changing a password. At the top, a yellow banner contains the text: "You are logging in for the first time. Please change the password for security reasons." Below this, there are three input fields labeled "* Old Password", "* New Password", and "* Confirm Password". Each field has a light blue border and a vertical cursor. At the bottom of the form is a green button with the text "Change Password".


2. In the Old Password field, type in the temporary password given to you by the Alliance Health Information Team.
3. In the next box, type your new password. Your new password must contain 10 characters, a capital letter, a number and a special character:



The screenshot shows a list of password guidelines:

- The new password should comply with the following guidelines:
- The password should be between 10 (minimum) and 30 (maximum) characters.
- The password should include at least one upper case letter and one lower case letter (A-Z, a-z).
- The password should include at least one numeric character (0-9).
- The password should include at least one special character.
- The special characters that you can include are (! # \$ % & ' () * - . / < = > ? @ [] ^ ` { | } ~).
- The password should not be the same as the last two password.
- The password should not include the user's name or user's login ID.
- The password should not include the company name.

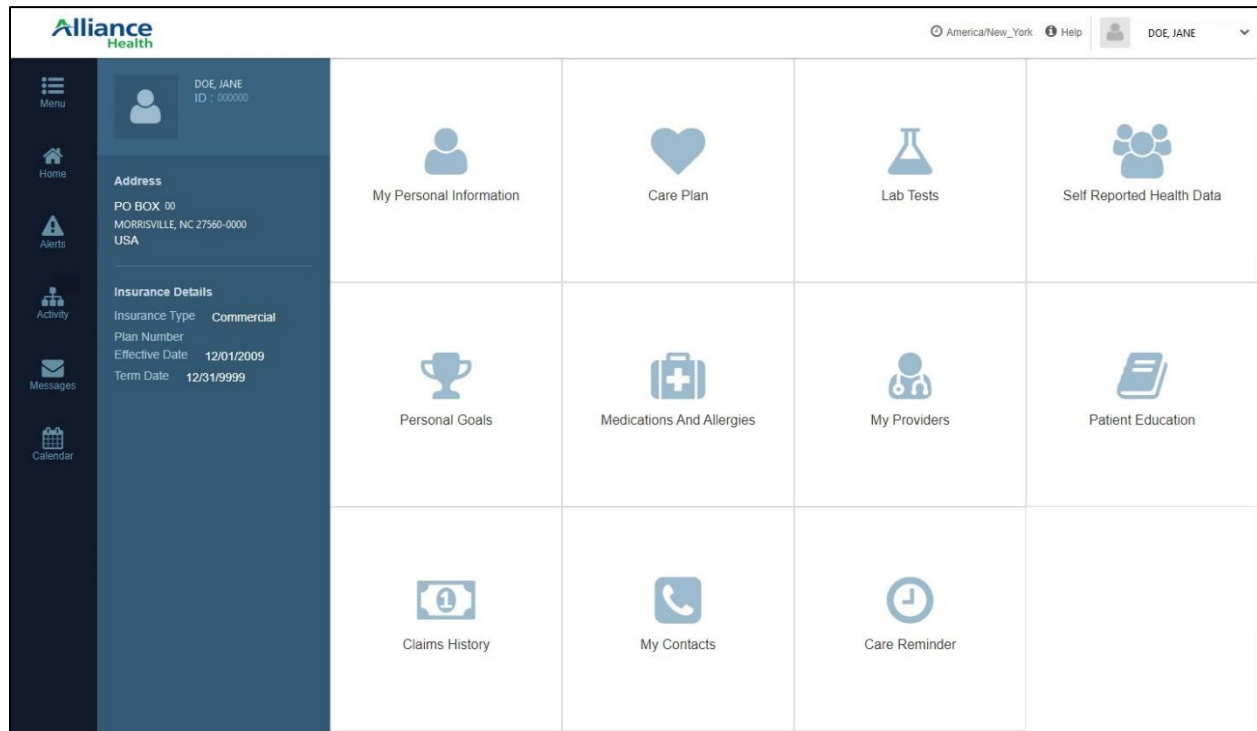
4. Type in your new password again in the Confirm Password box.
5. Click **Change Password**. The following message will appear:



The screenshot shows a success message in a light beige box: "Your password has been successfully updated. [Back to login](#)"

6. Click the **Back to login** link to go back to the login page.
7. Use your login ID and new password to log in to your Member Portal.

Once you have logged in, the Member Portal home page will appear:



What if I forget my password?

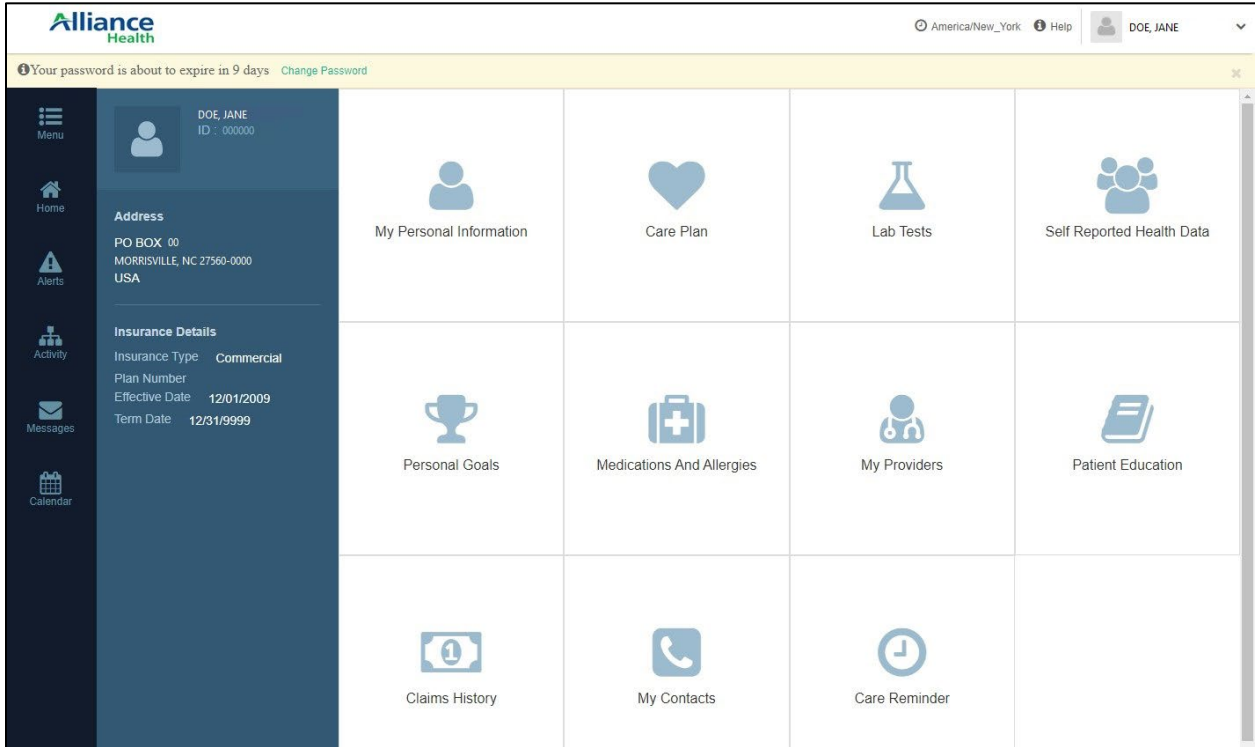
If you forget your password, contact the **Alliance Health Information Team** to have your password reset. When updating your password, you cannot use a password that you have used before.

Alliance Health Information Team:

- Email: MemberPortal@alliancehealthplan.org
- Phone: (919) 678-5407 or (877) 524-0011

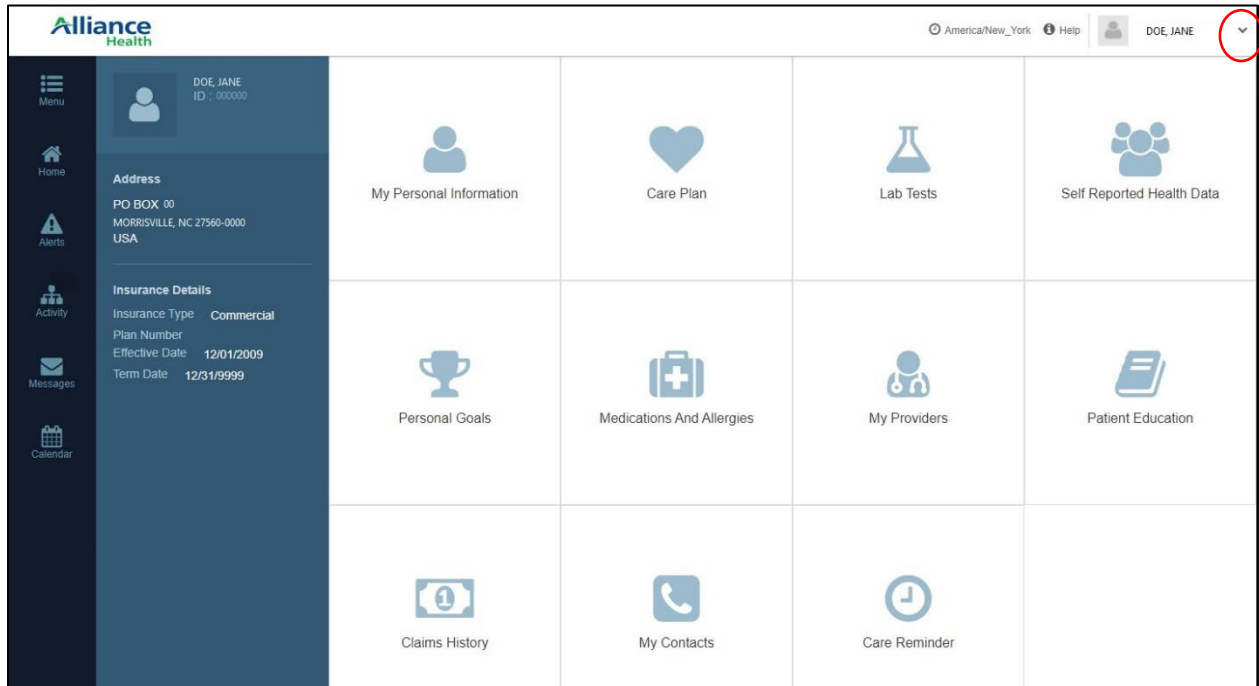
Changing Your Password

You will need to change your password every 30 days. Ten days before your password expires, a reminder message will pop-up when you log in to your portal. You may see a banner at the top of your screen with a link to change the password.

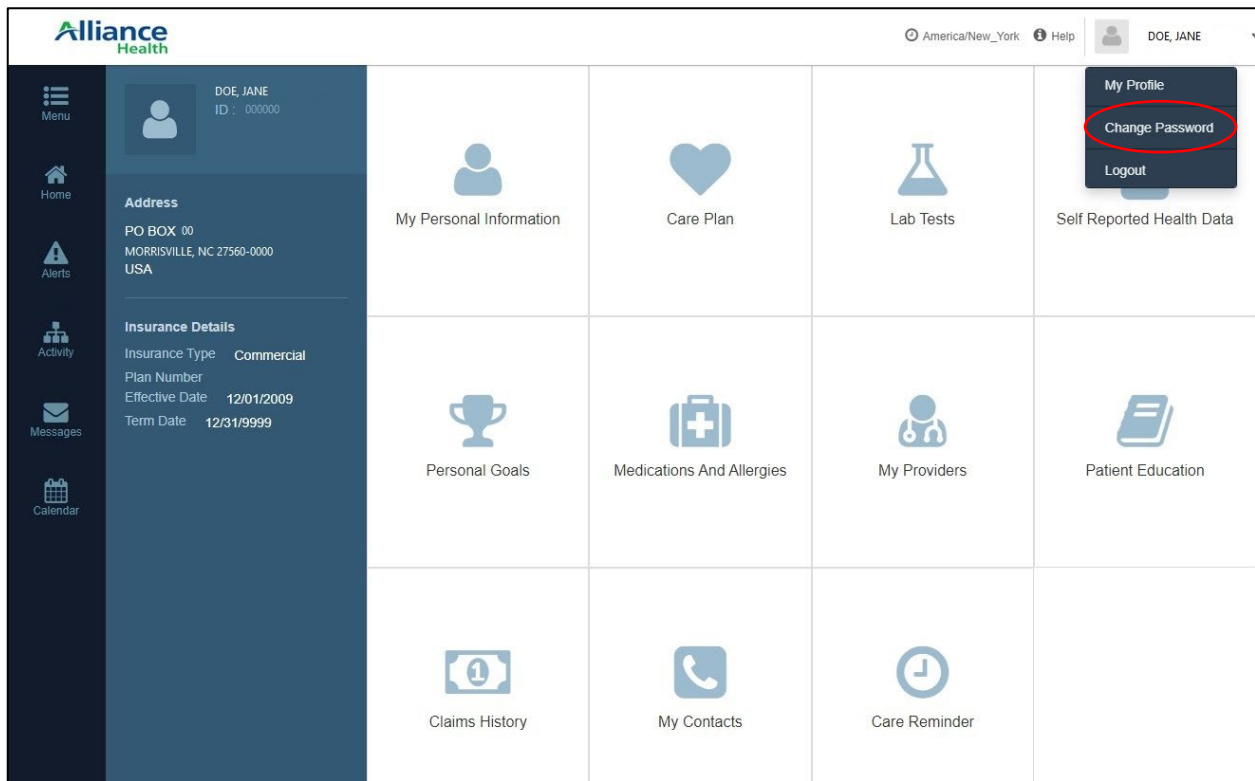


To change your password:

1. Click the down-arrow next to your name at the top, right side of the screen.

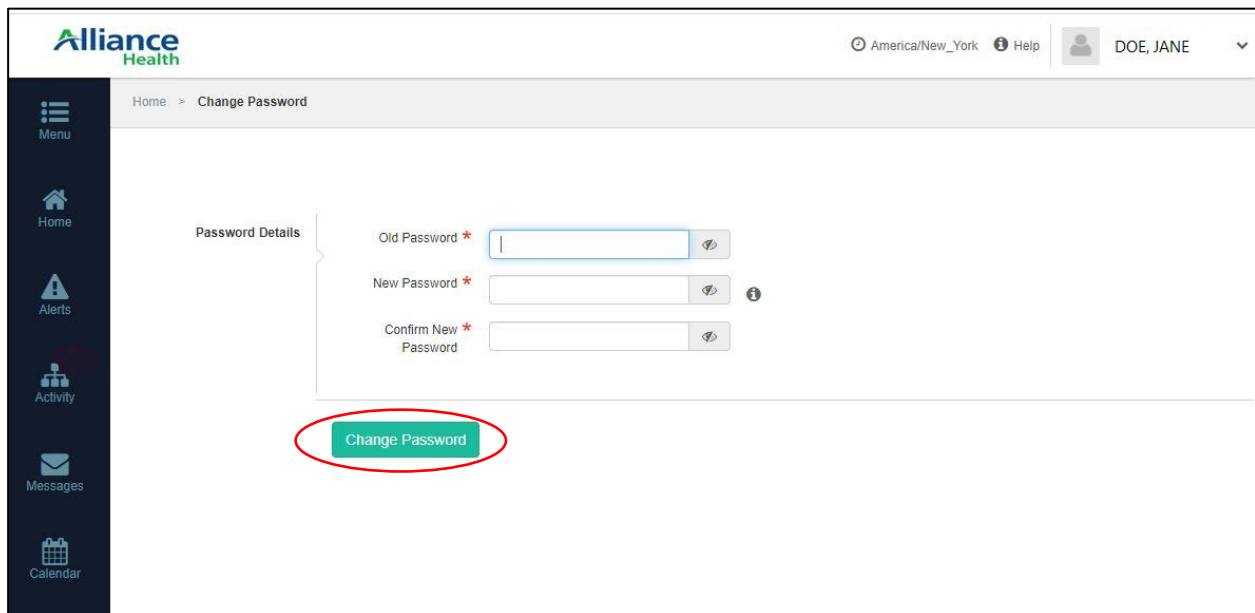


2. Select **Change Password** from the drop-down menu.



3. Type your old password and a new password in the boxes.

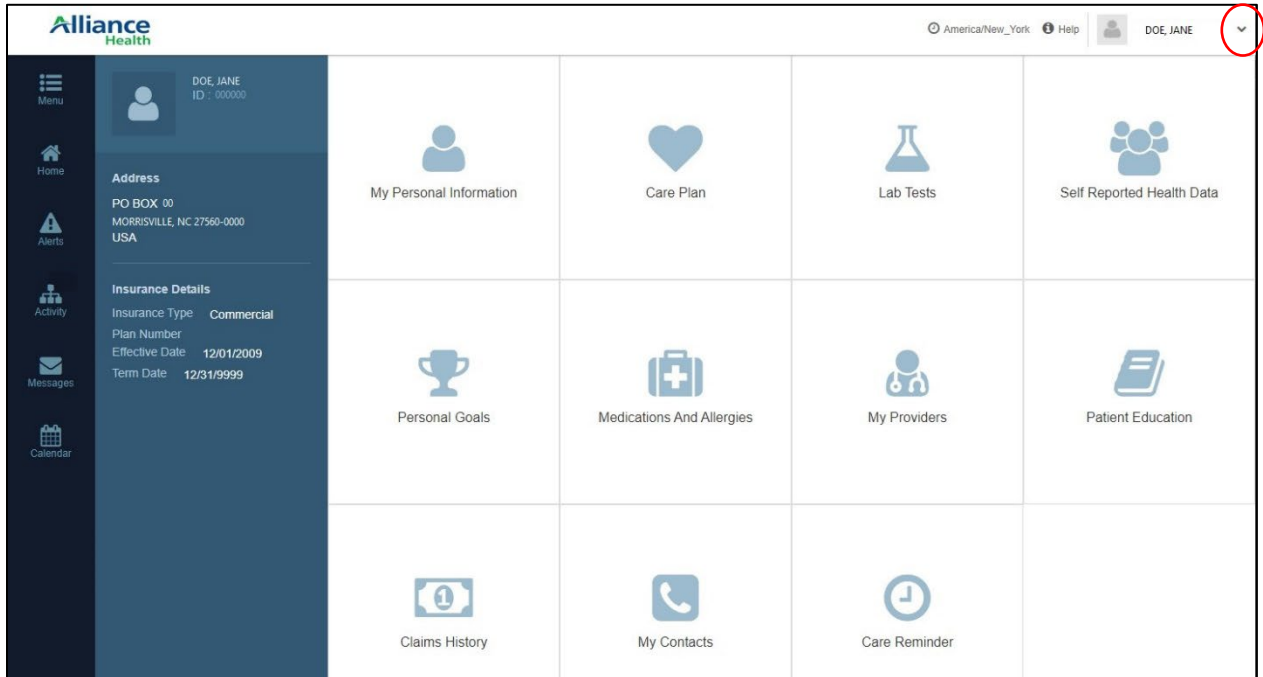
4. Click the **Change Password** button.



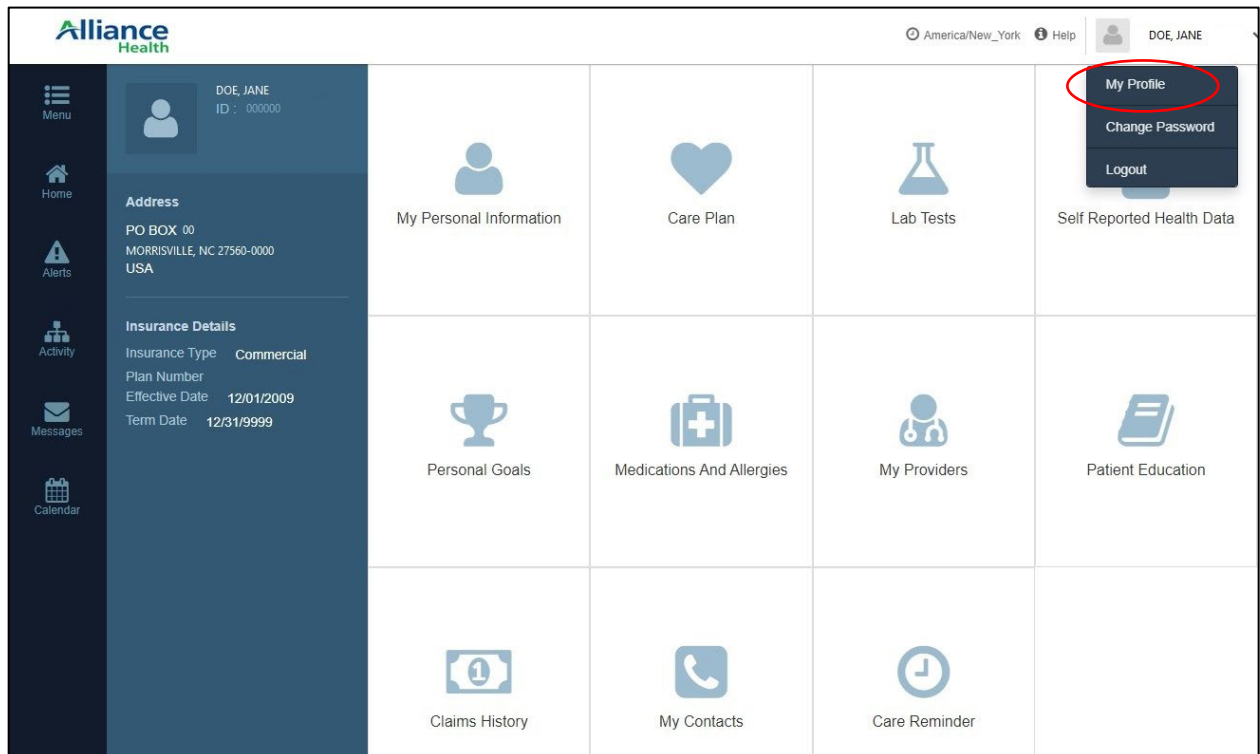
Viewing Your Profile and Accessing Help

My Profile

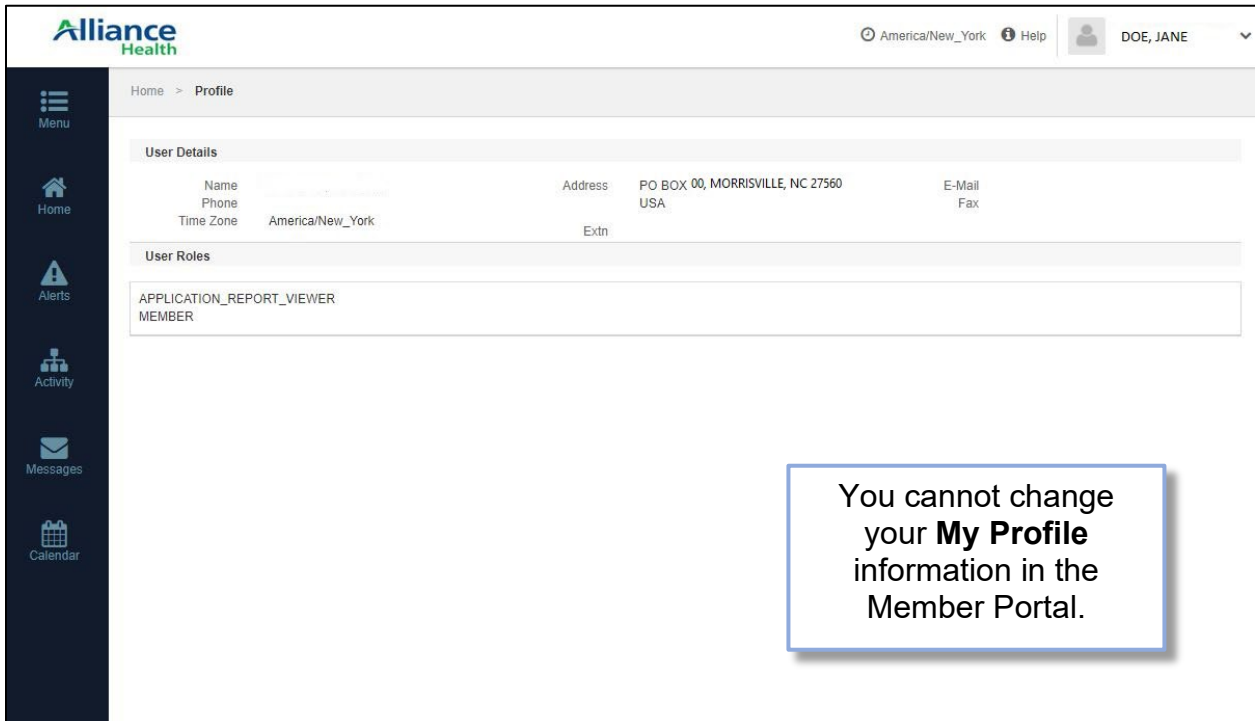
Your profile screen displays your user details, such as name and address. To view your profile, look for the down-arrow next to your name at the top, right side of the screen.



Click the arrow, and a dropdown menu will appear. Click the **My Profile** link.



This is a view only screen. If you see information that is incorrect, contact your Case Worker at the Division of Social Services.



The screenshot displays the Alliance Health Member Portal. At the top left is the Alliance Health logo. The top right shows the user's location as 'America/New_York', a 'Help' icon, and the user's name 'DOE, JANE'. The main content area is titled 'Home > Profile'. It is divided into two sections: 'User Details' and 'User Roles'. The 'User Details' section contains a table with the following information:

Name	Address	E-Mail
[Redacted]	PO BOX 00, MORRISVILLE, NC 27560 USA	[Redacted]
Phone		Fax
Time Zone	Extn	
America/New_York		

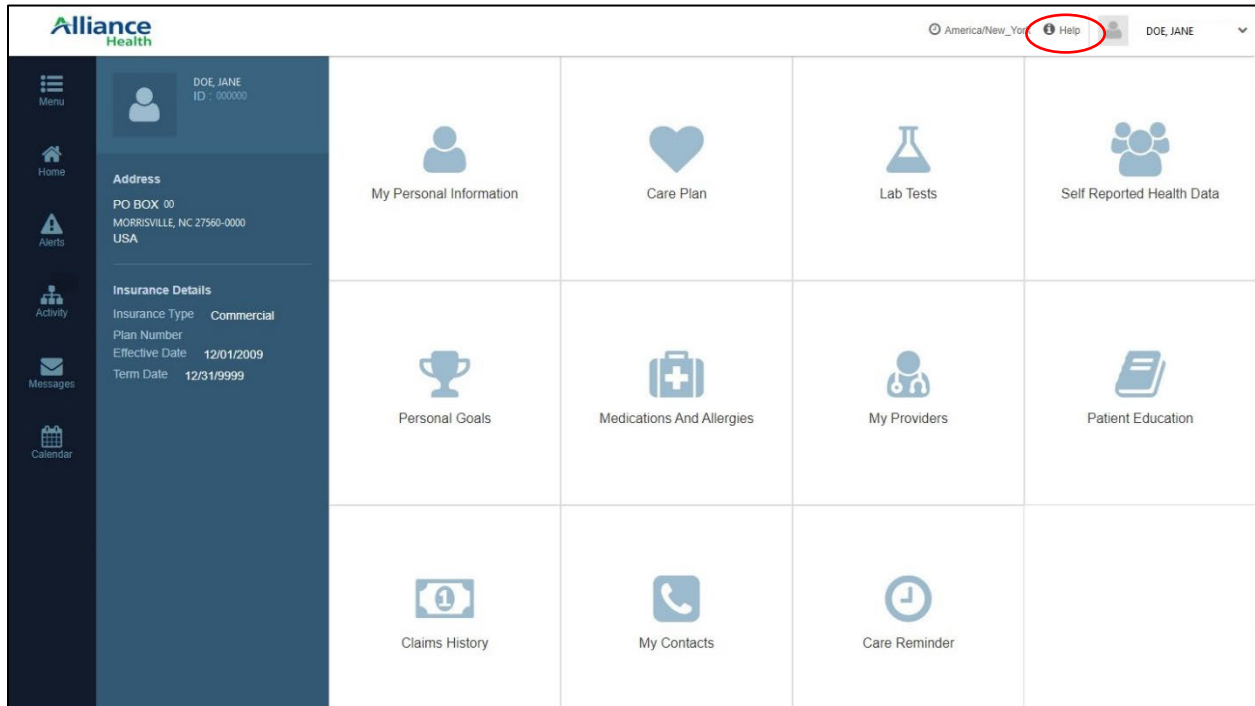
The 'User Roles' section lists the following roles:

- APPLICATION_REPORT_VIEWER
- MEMBER

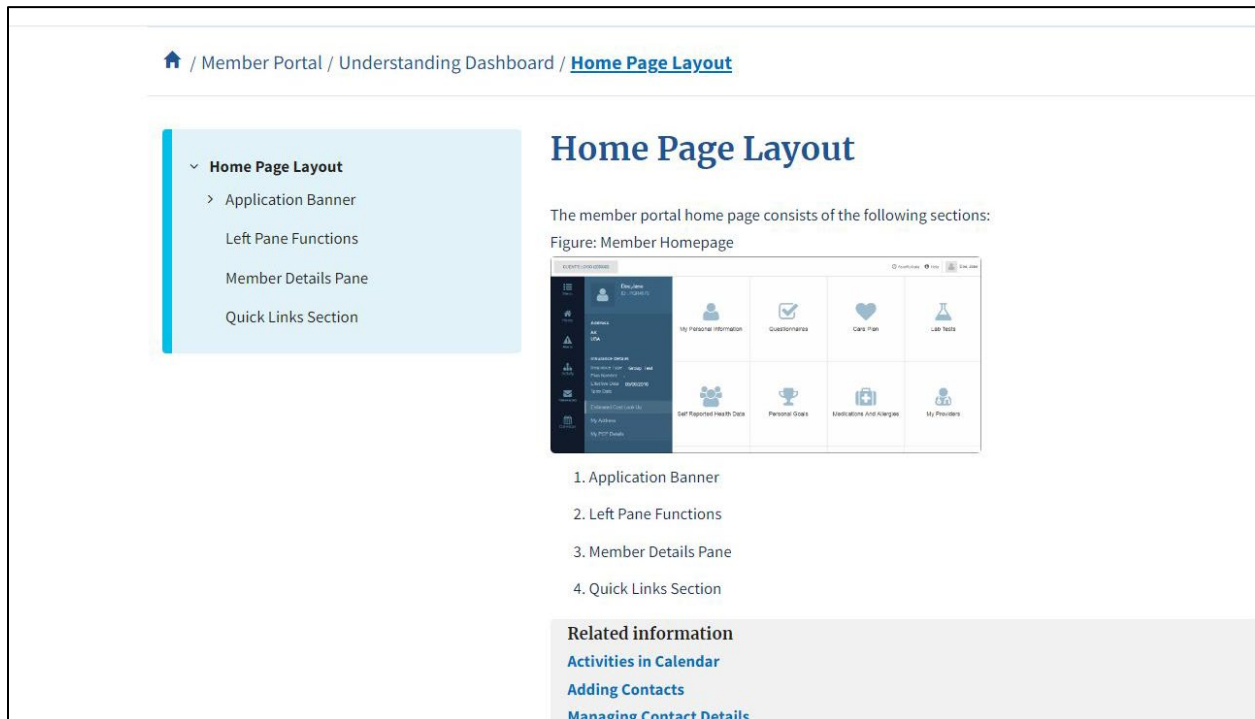
A callout box on the right side of the page contains the text: "You cannot change your **My Profile** information in the Member Portal."

Accessing Help

You can access Help information on any screen by clicking on the **Help** link next to the profile drop-down.

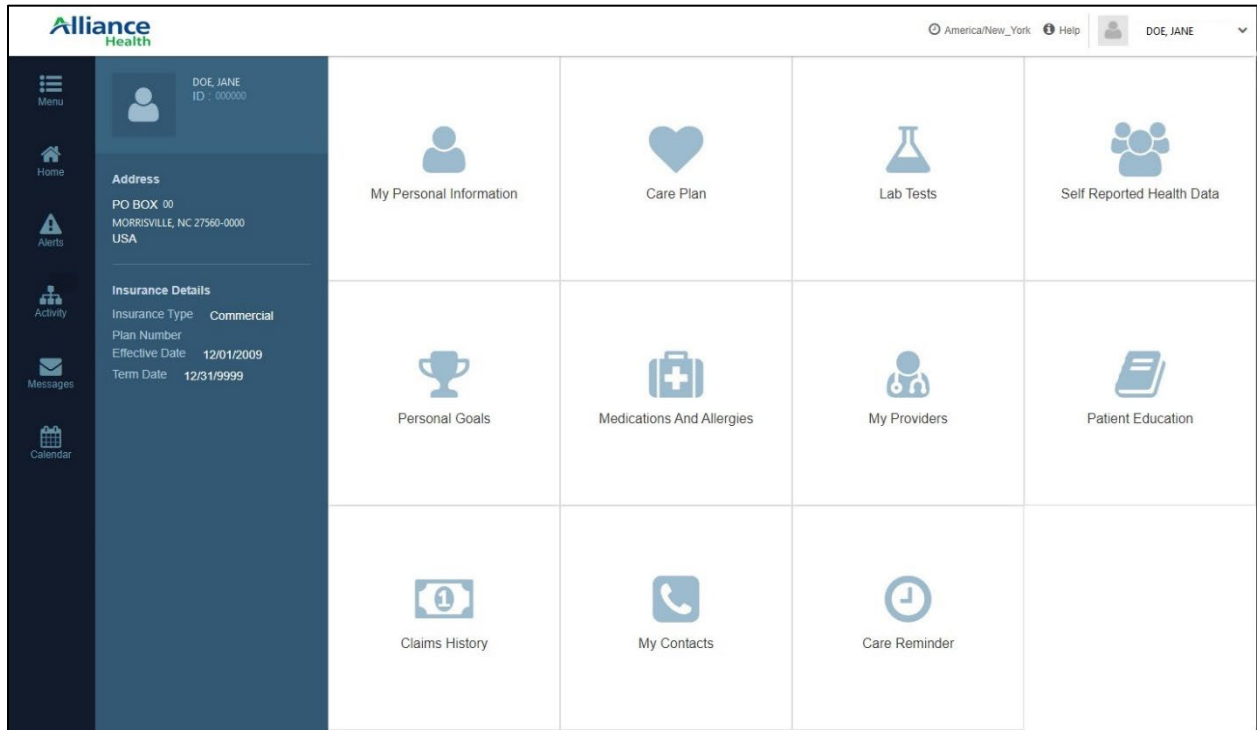


A new internet window will open and display help information for the Member Portal page you are viewing.

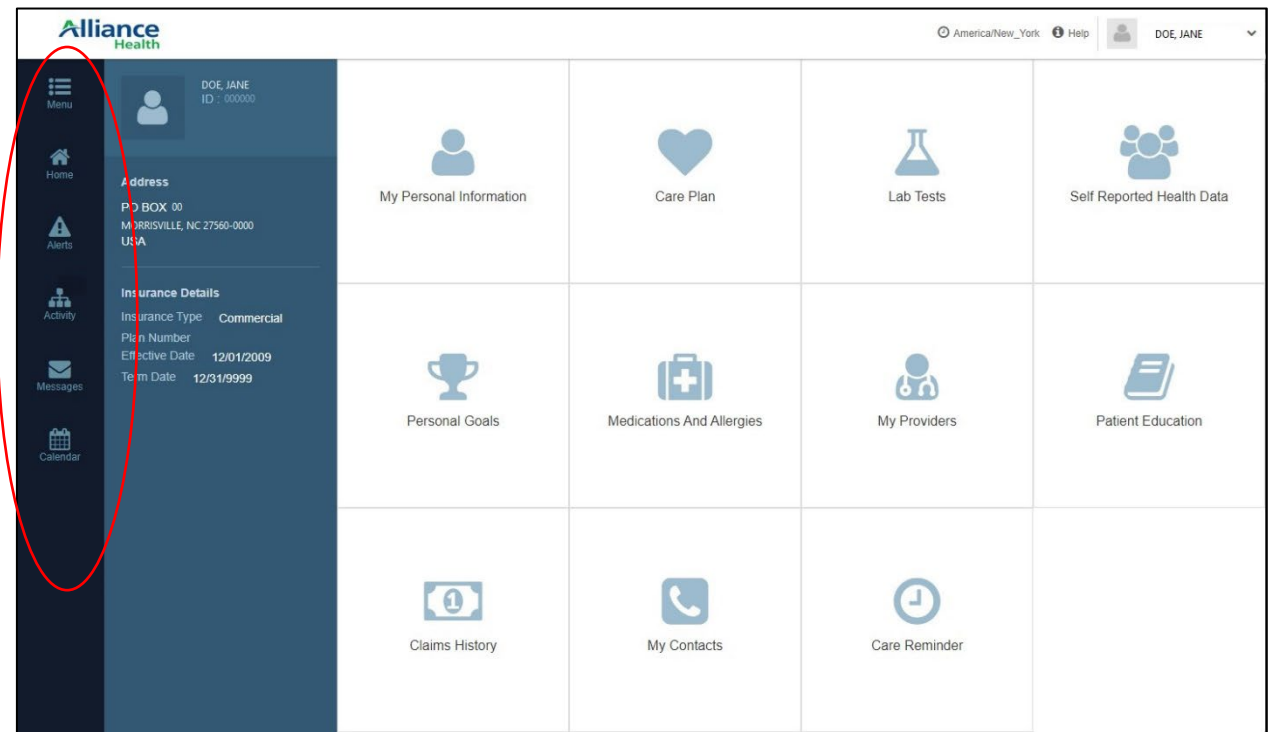








Member Portal Layout

Once you have logged in, the Member Portal home page will look like this:

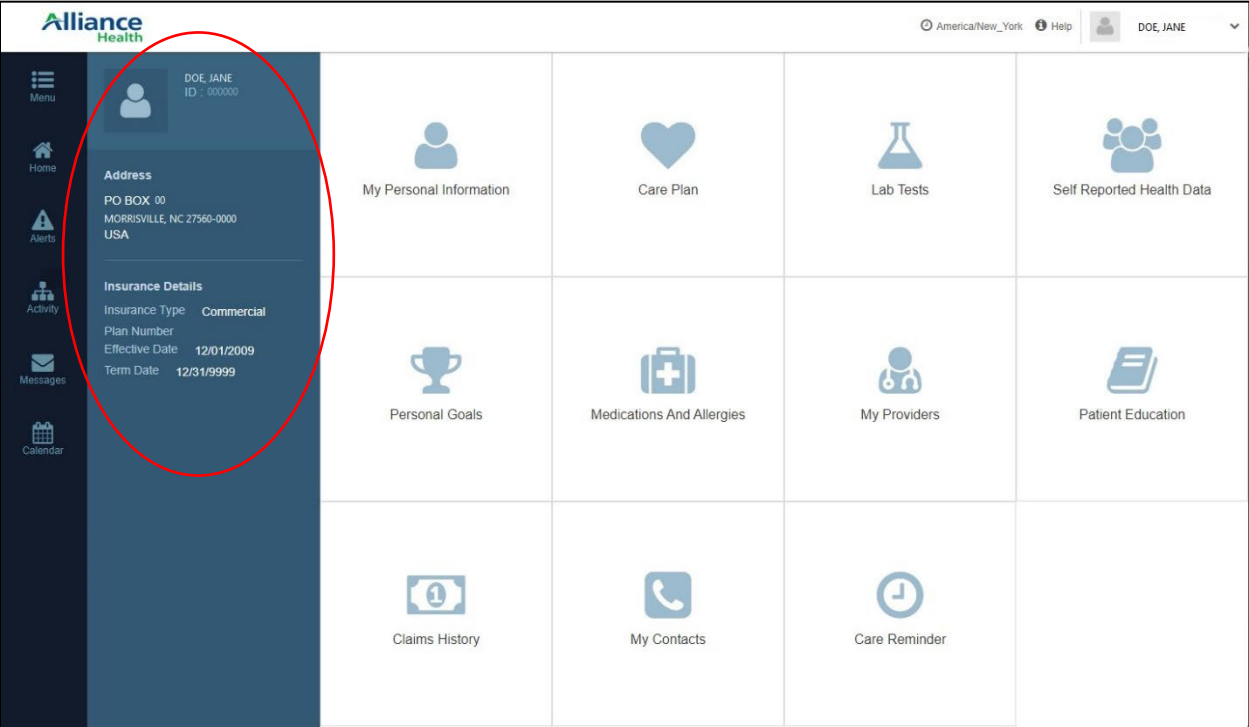


The left pane has links to several pages in the portal:

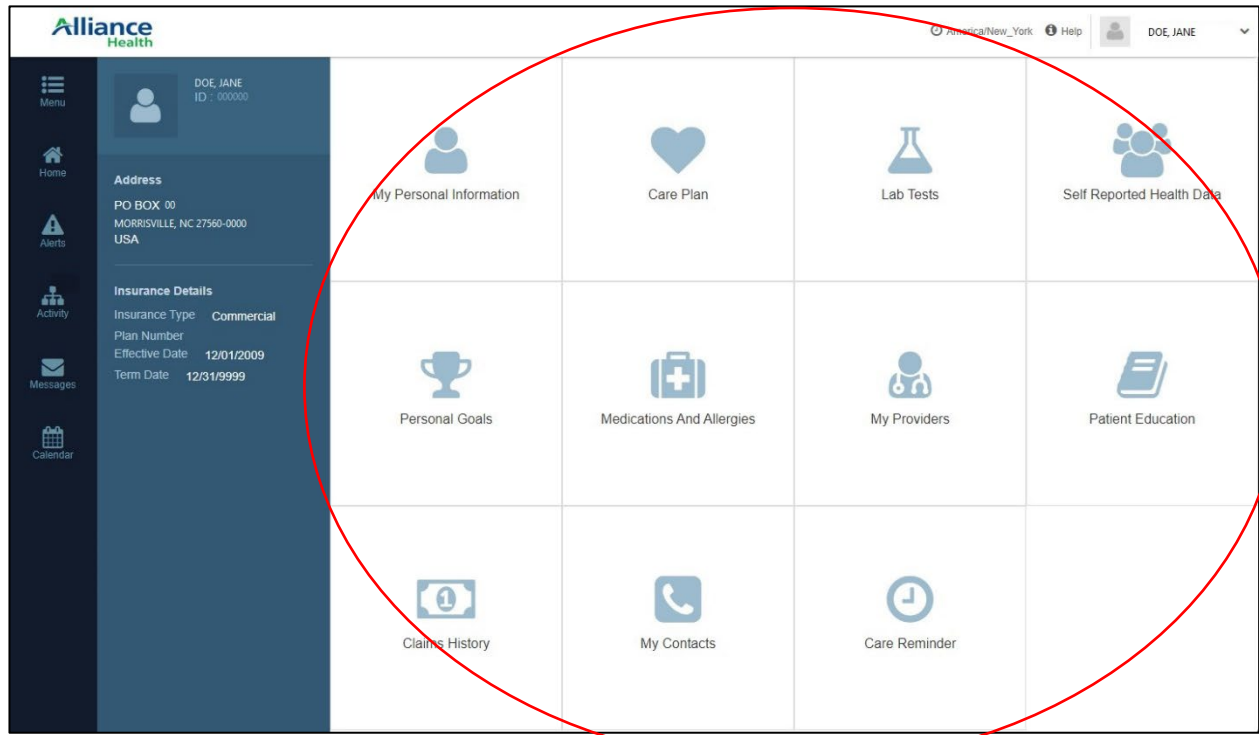


 <p>Menu</p>	<p>The Menu icon will show you the task options in the Member Portal. Most of these options are also available in the Quick Links section, but some options are only available from the Menu.</p>
 <p>Home</p>	<p>The Home icon will take you back to the Member Portal home screen</p>
 <p>Alerts</p>	<p>Alliance is not currently using the Alerts function in the Member Portal</p>
 <p>Activity</p>	<p>The Activity icon will lead you to Activities and Personal Goals set by you or your Care Manager</p>
 <p>Messages</p>	<p>The Messages icon lets you send messages to your Care Manager</p>
 <p>Calendar</p>	<p>The Calendar icon will open your Member Portal Calendar</p>

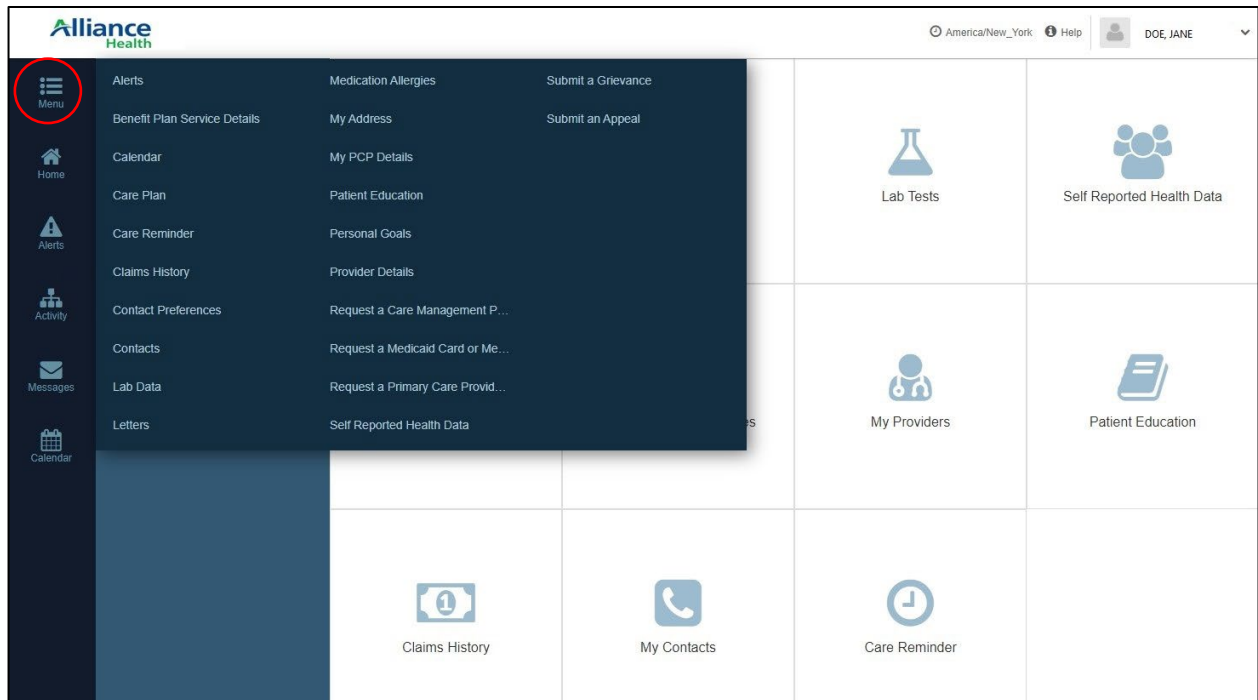
The Member Details section shows your basic information, such as your name, ID, address, and primary insurance details:



The Quick Links section helps you quickly get to task links such as Care Plan, Claims History, and Lab Tests. You can click the quick links to go to the page you need.



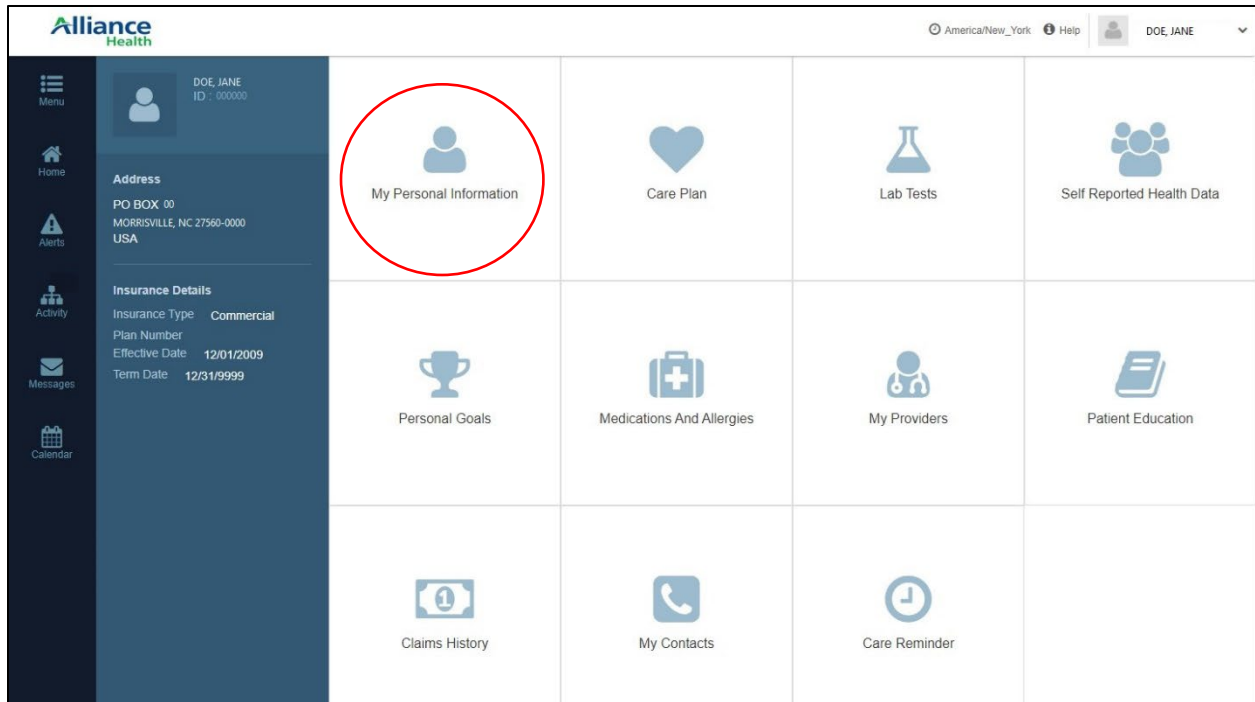
You will find links to the tools in the Member Portal by clicking on the **Menu** icon from the left pane:



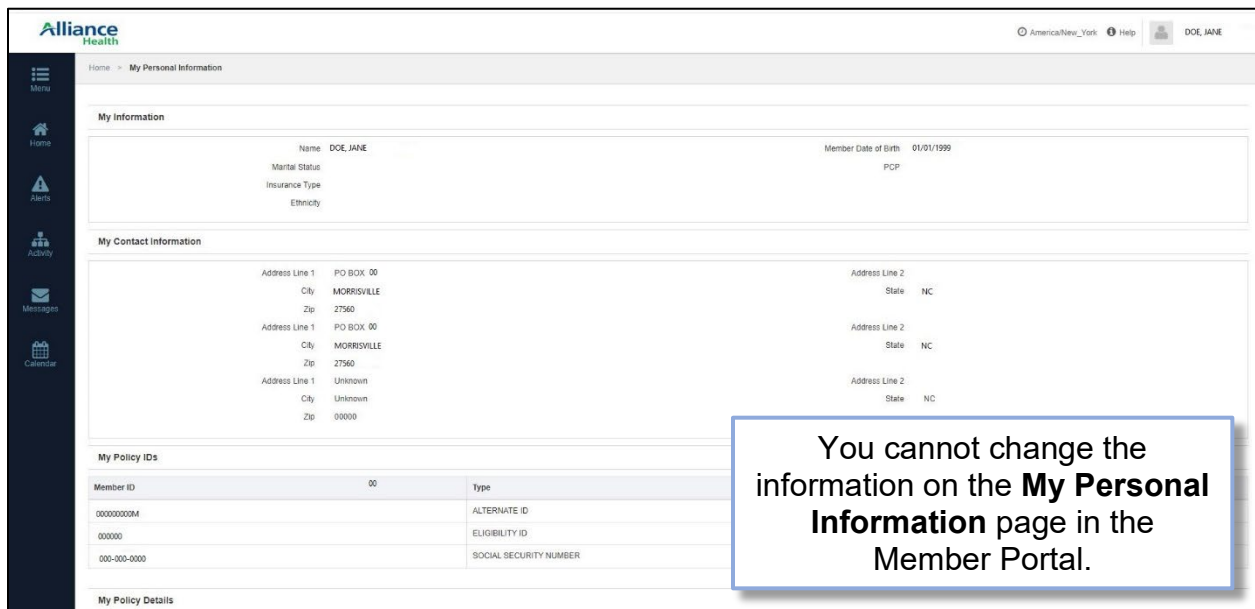
Information and Tools in the Member Portal

My Personal Information

On the **My Personal Information** page you can view your personal information such as your name and contact information and see details about your policy and benefits. To view your personal information, click on the **My Personal Information** quick link from the home screen.

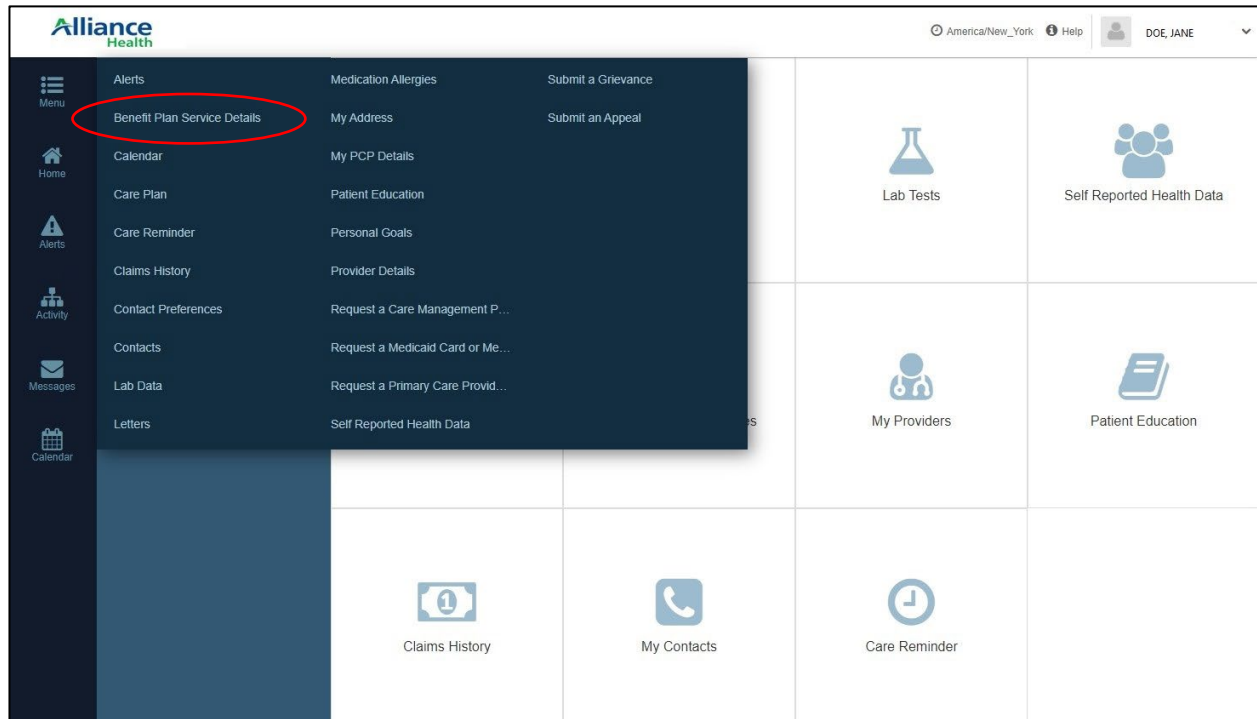


If you see information that is incorrect, contact your Case Worker at the Division of Social Services.

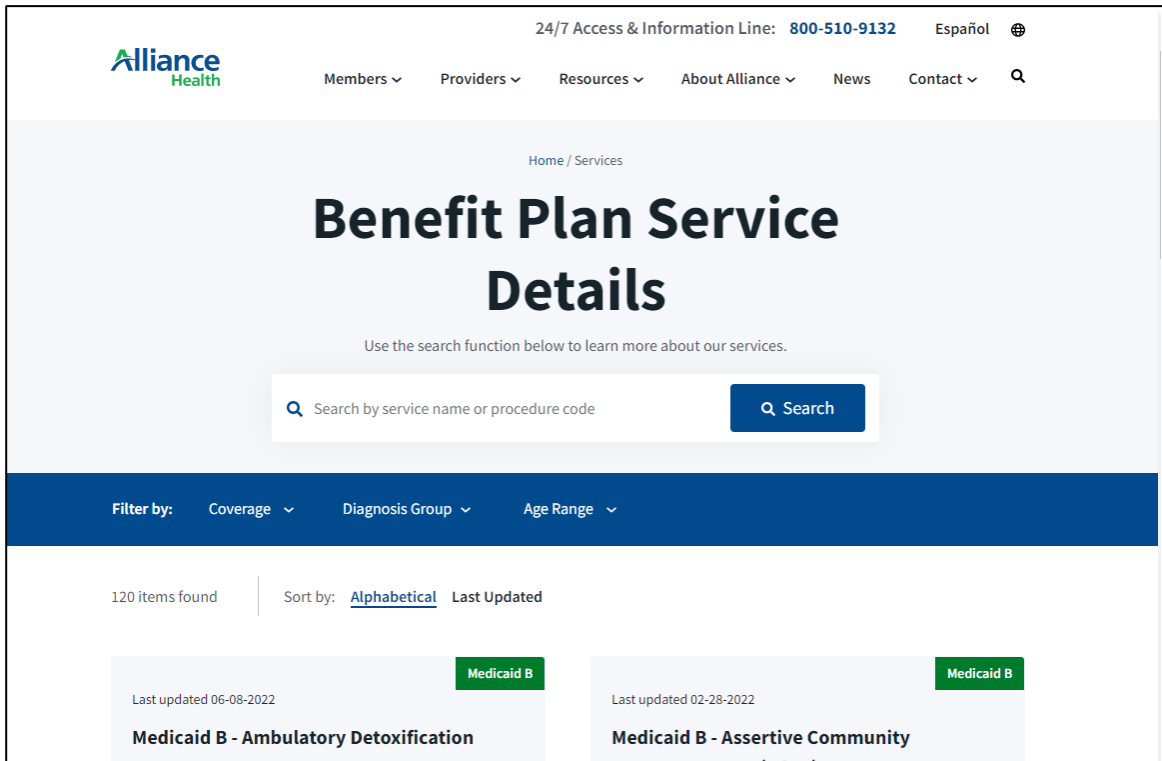


Benefit Plan Service Details

To view details of your Benefits Plan Service, click the **Benefits Plan Service Details** link from the Menu.

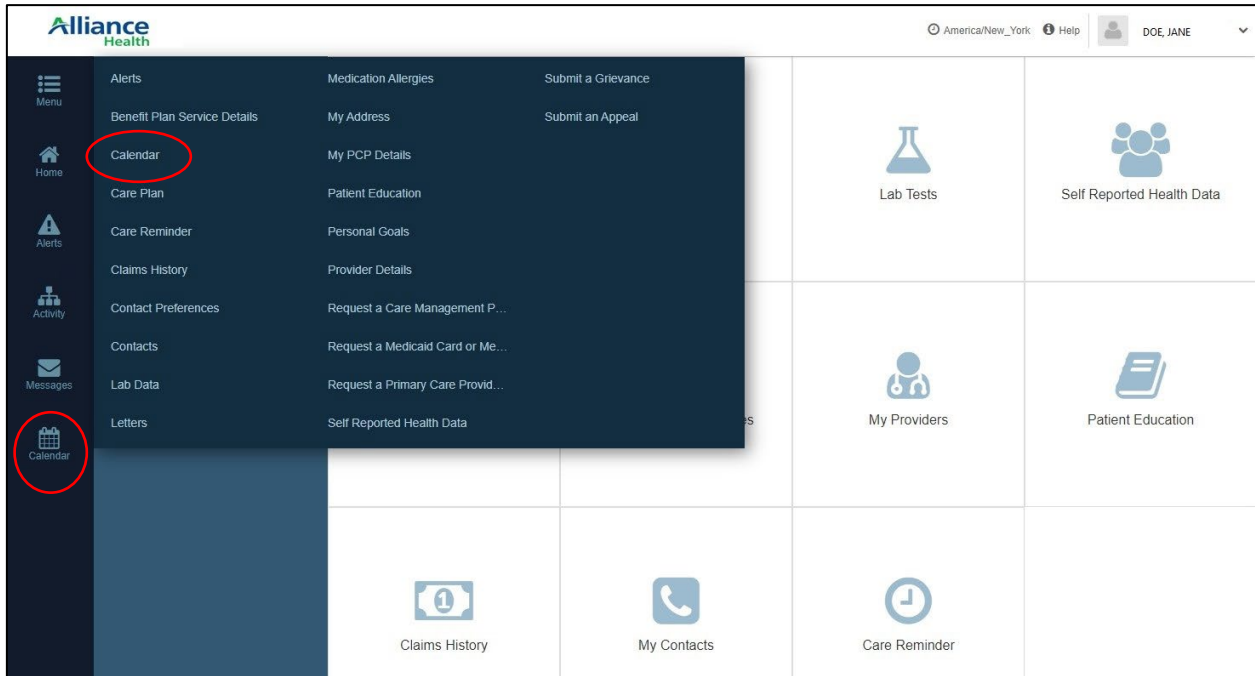


This link will open a new window on the Alliance Health website. This page will show you details about programs and services offered by Alliance.

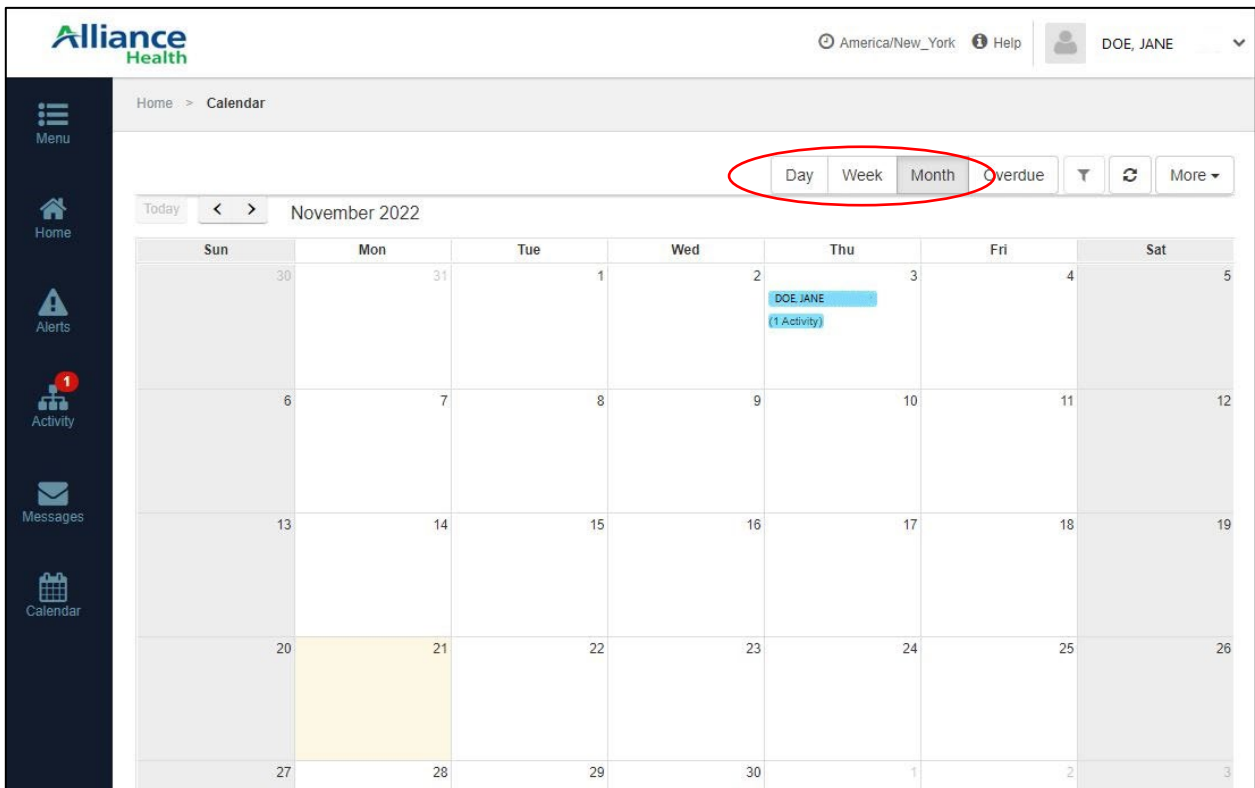


Calendar

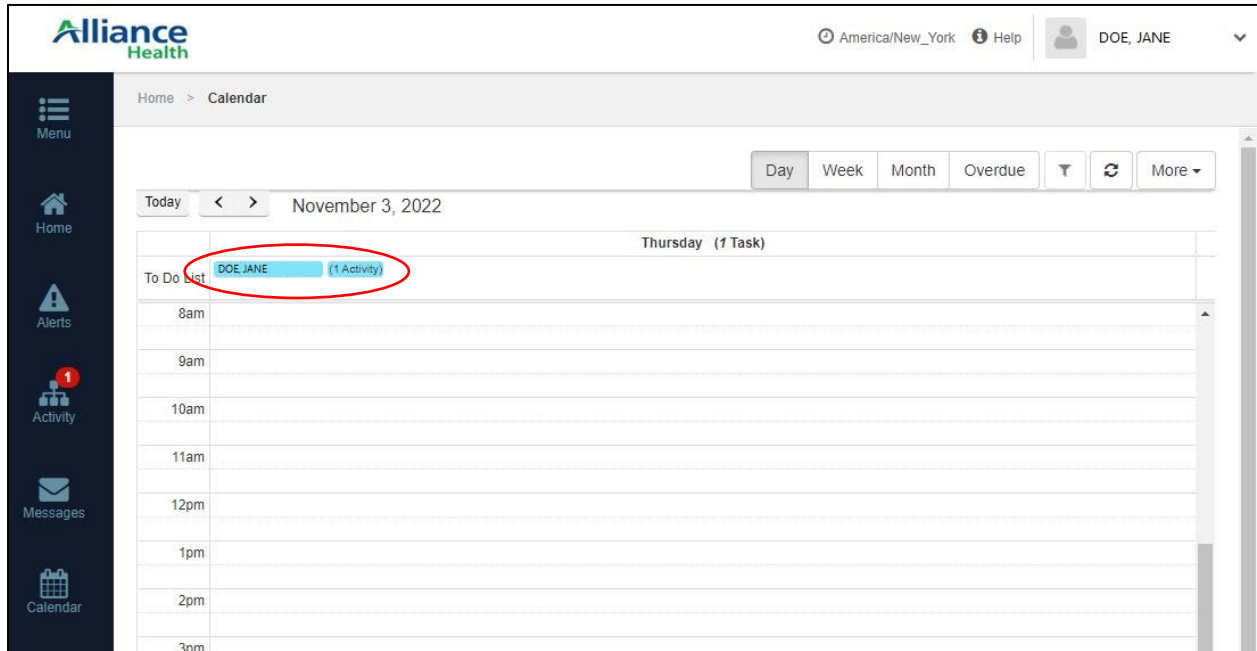
On the **Calendar** page, you can view your personal goals and activities in a calendar view. You can access your calendar by clicking the **Calendar** icon in the left pane or from the Menu.



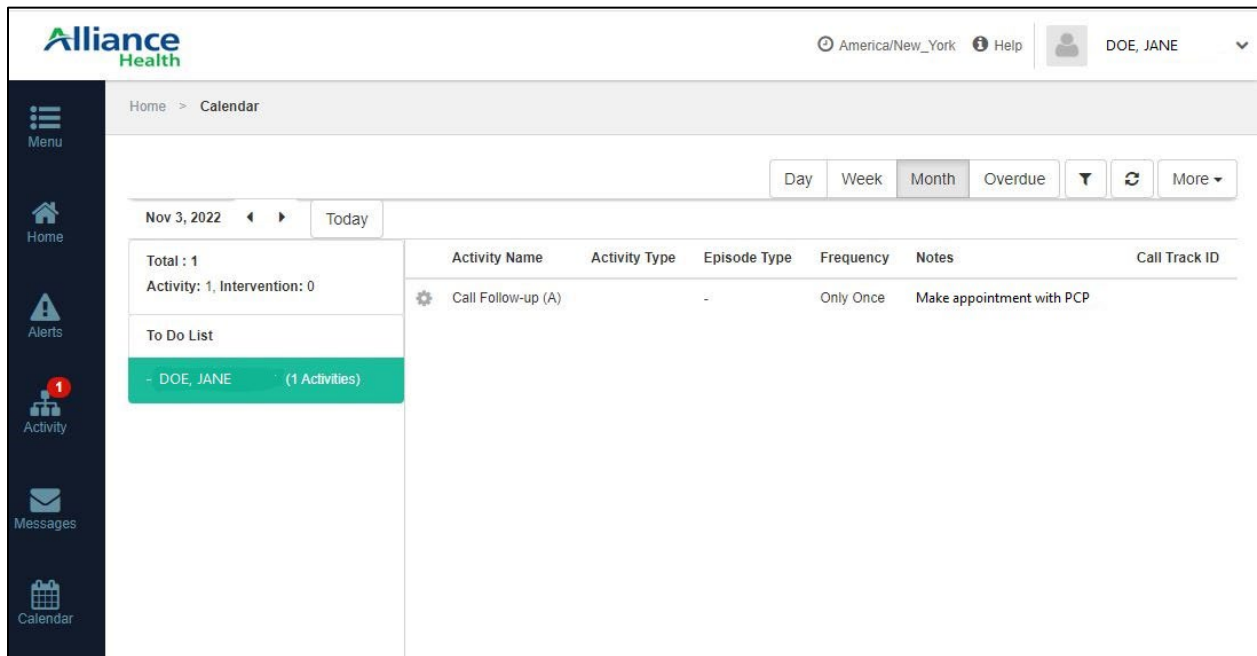
You can view the calendar by day, week, or month.



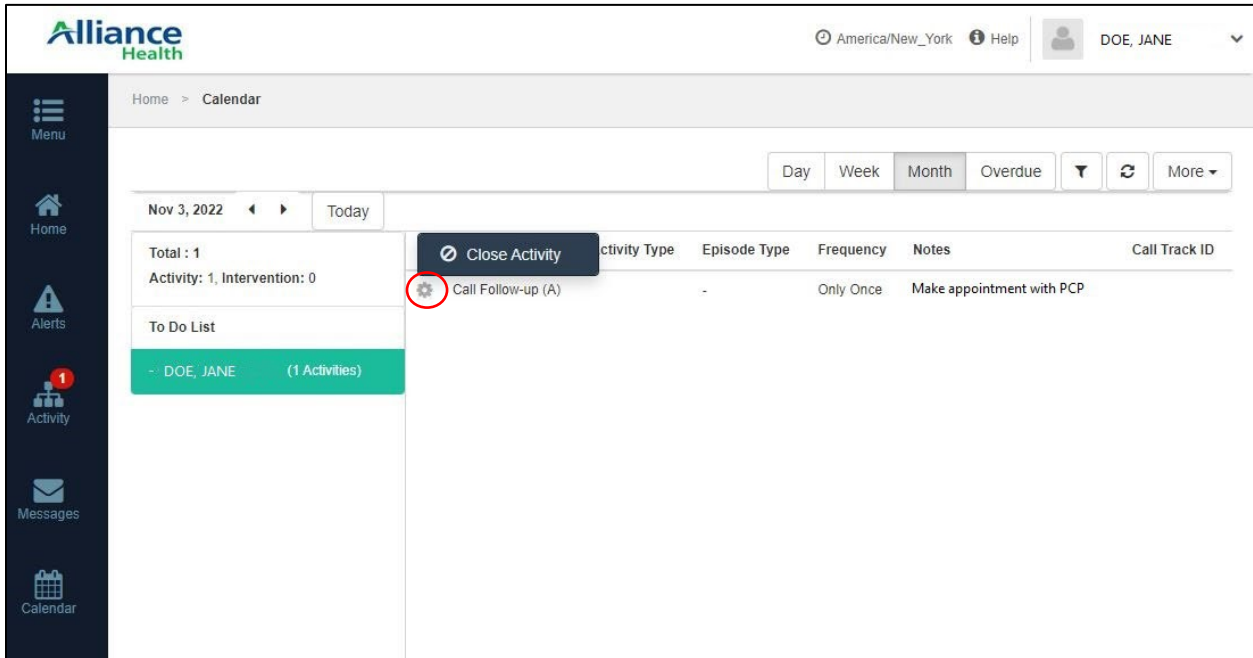
To view the details of an activity, click on the activity in the calendar.



After clicking on the activity, you will see a details screen.



When you have completed an activity or personal goal, you can close the activity by clicking the gear wheel  next to the **Activity Name** and selecting **Close Activity**.



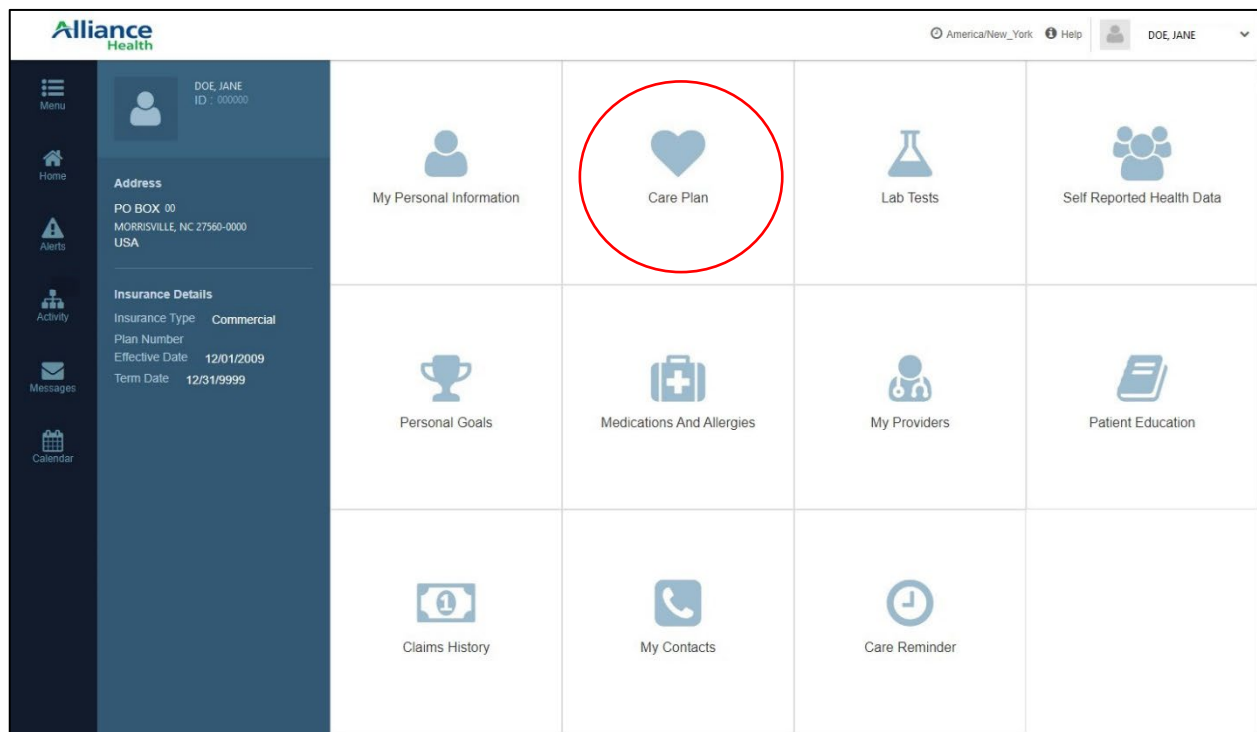
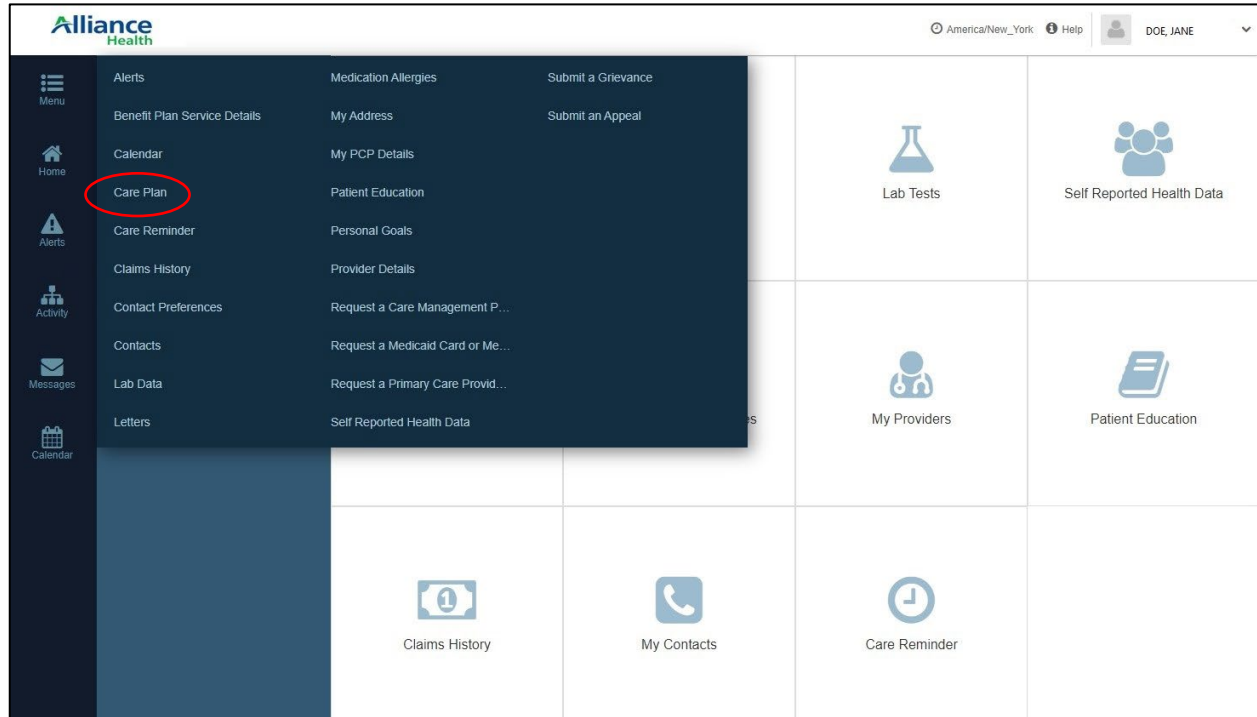
The screenshot shows the Alliance Health interface. At the top, the logo is on the left, and the user profile 'DOE, JANE' is on the right. Below the logo, there's a navigation menu with icons for Menu, Home, Alerts, Activity (with a red notification badge), Messages, and Calendar. The main content area is titled 'Home > Calendar'. It features a date selector for 'Nov 3, 2022' and 'Today', and view options for 'Day', 'Week', 'Month', and 'Overdue'. A table displays activity data:

Activity Type	Episode Type	Frequency	Notes	Call Track ID
Call Follow-up (A)	-	Only Once	Make appointment with PCP	

A red circle highlights the gear icon next to the activity name. A dropdown menu is open, showing 'Close Activity' as the selected option.

Care Plan

On the **Care Plan** page, you can view and print your active and closed care plans. You can access your care plan from the Menu or by clicking the Care Plan quick link on the home page.



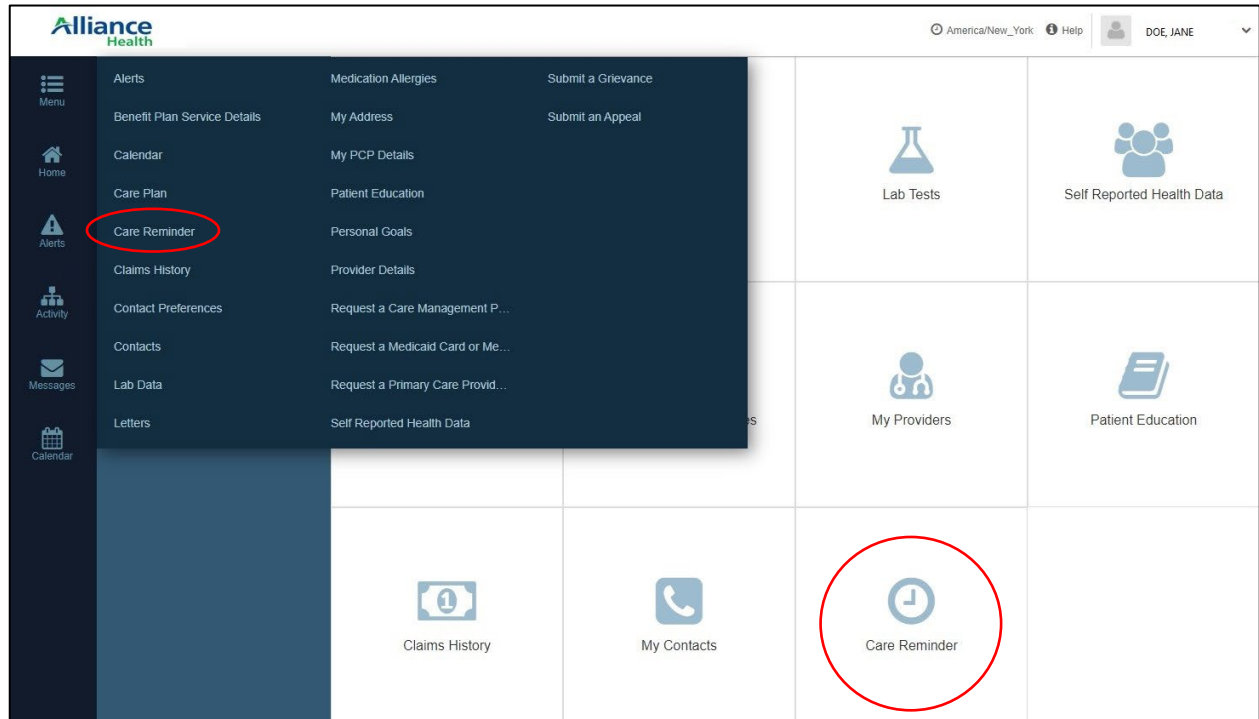
The page will list the details of your Care Plan.

The screenshot displays the Alliance Health Care Plan interface. At the top, the logo for Alliance Health is on the left, and the user profile 'DOE, JANE' is on the right. The main content area is titled 'Care Plan' and includes a 'Print Preview' button and filter tabs for 'All', 'Active', 'Closed/Voided', 'Episode', and 'Member'. The data is presented in a table with three main columns: Problem, Goal, and Interventions.

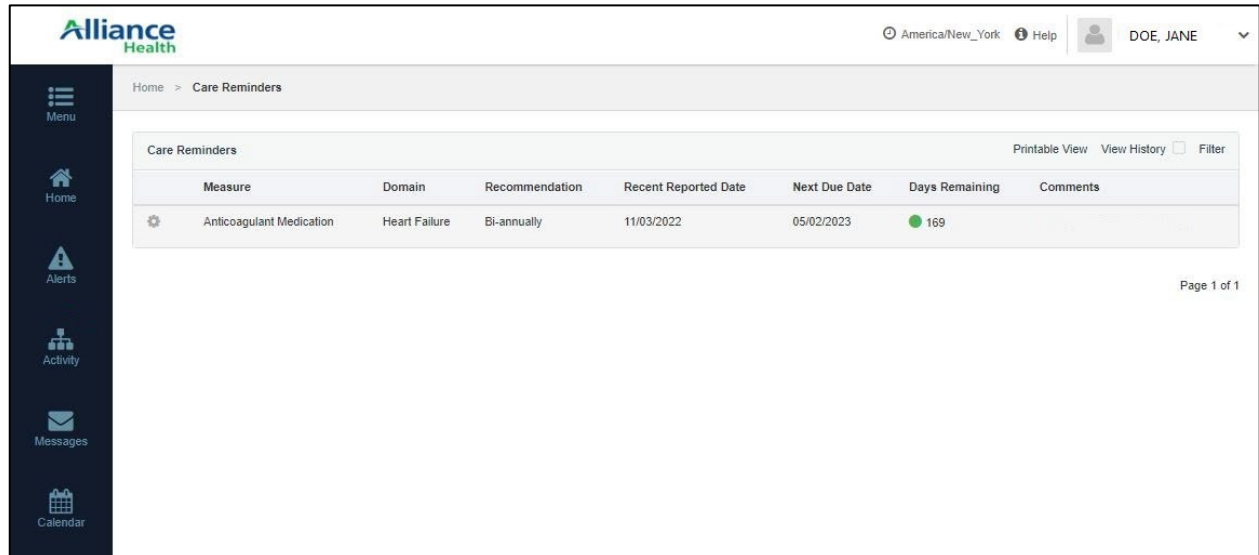
Problem	Goal	Interventions
<p>Member requires additional care coordination and/or education as it relates to social determinants of health</p> <p>Problem Category: Community Resources-Education</p> <p>Member Priority: Unknown</p> <p>CM Priority: Unknown</p> <p>Start Date: 11/03/2022</p> <p>Expected Completion: 11/17/2022</p> <p>Assignee: Open</p> <p>Status: Open</p> <p>Episode: Open</p> <p>Notes: 11/03/2022 Smith, John Complete SDOH assessment</p>	<p>Member will receive the appropriate care coordination and/or education as it relates to social determinants of health</p> <p>Goal Class: Social Support-Coordination</p> <p>Level of Confidence: 0</p> <p>CM Priority: Unknown</p> <p>Member Priority: Unknown</p> <p>Start Date: 11/03/2022</p> <p>Expected Completion: 11/17/2022</p> <p>Assignee: Open</p> <p>Status: Open</p> <p>Goal Type: Goal Strength</p> <p>Goal Barrier: SDOH (B)</p> <p>Notes: 11/03/2022 Smith, John Complete SDOH assessment</p>	<p>Review any specific barriers and/or issues the member is having regarding their basic daily and/or healthcare needs as it relates to social determinants of health.</p> <p>CM Priority: Unknown</p> <p>Member Priority: Unknown</p> <p>Start Date: 11/03/2022</p> <p>Scheduled Date: 11/04/2022</p> <p>Expected Completion: 11/17/2022</p> <p>Assignee: Smith, John</p> <p>Status: Open</p> <p>Frequency: Only Once</p> <p>Notes: 11/03/2022 Smith, John Complete SDOH assessment</p>


Care Reminders

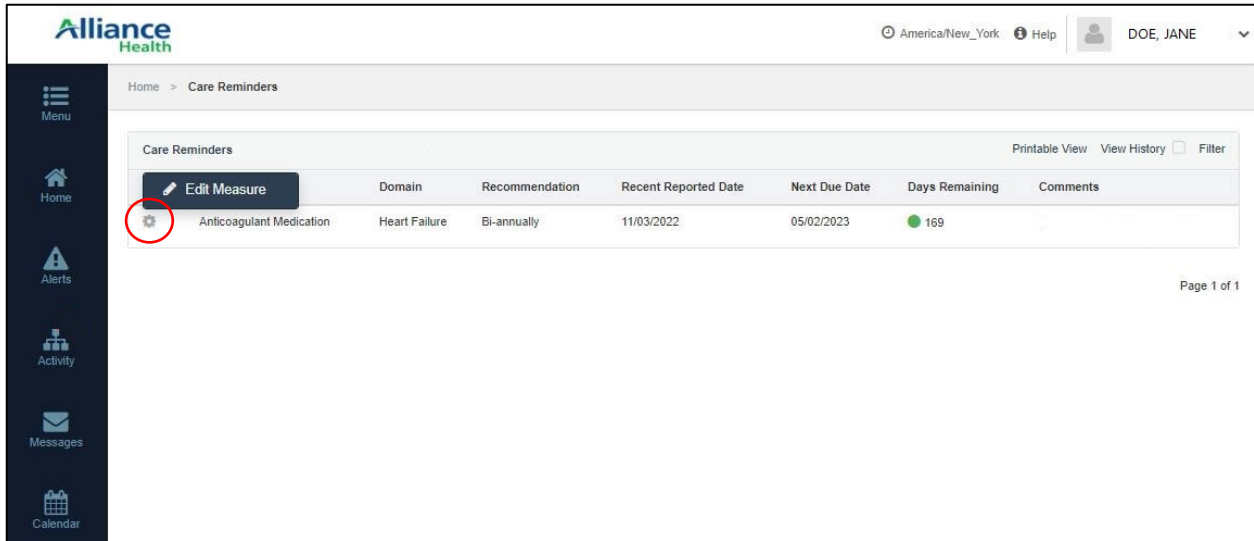
Care Reminders can be added by the Care Manager. You can access the **Care Reminders** page from the Menu or the home screen.



On this page you can view details of the care measures that your Care Manager has added for you.



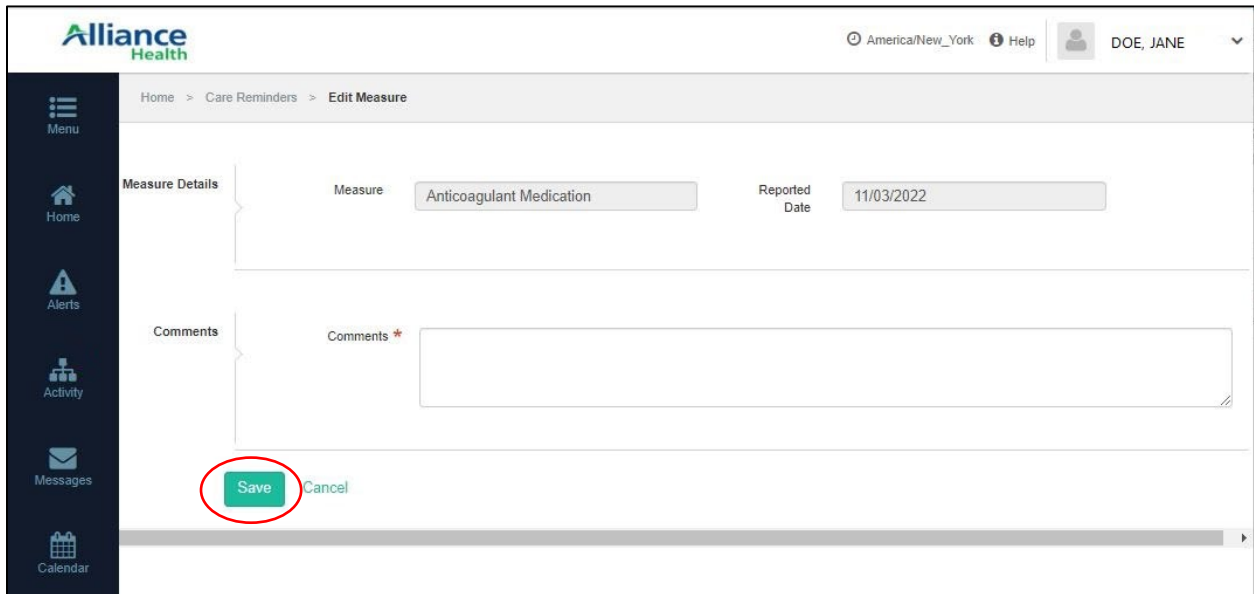
You can add comments to a Care Reminder by clicking on the gear wheel  and selecting **Edit Measure**.



The screenshot shows the Alliance Health interface. At the top, there's a header with the logo, location (America/New_York), help icon, and user name (DOE, JANE). Below the header is a navigation bar with 'Home > Care Reminders'. A sidebar on the left contains icons for Menu, Home, Alerts, Activity, Messages, and Calendar. The main content area displays a table of Care Reminders. The table has columns: Measure, Domain, Recommendation, Recent Reported Date, Next Due Date, Days Remaining, and Comments. The first row is highlighted, and the 'Edit Measure' button is circled in red.

Measure	Domain	Recommendation	Recent Reported Date	Next Due Date	Days Remaining	Comments
Anticoagulant Medication	Heart Failure	Bi-annually	11/03/2022	05/02/2023	169	

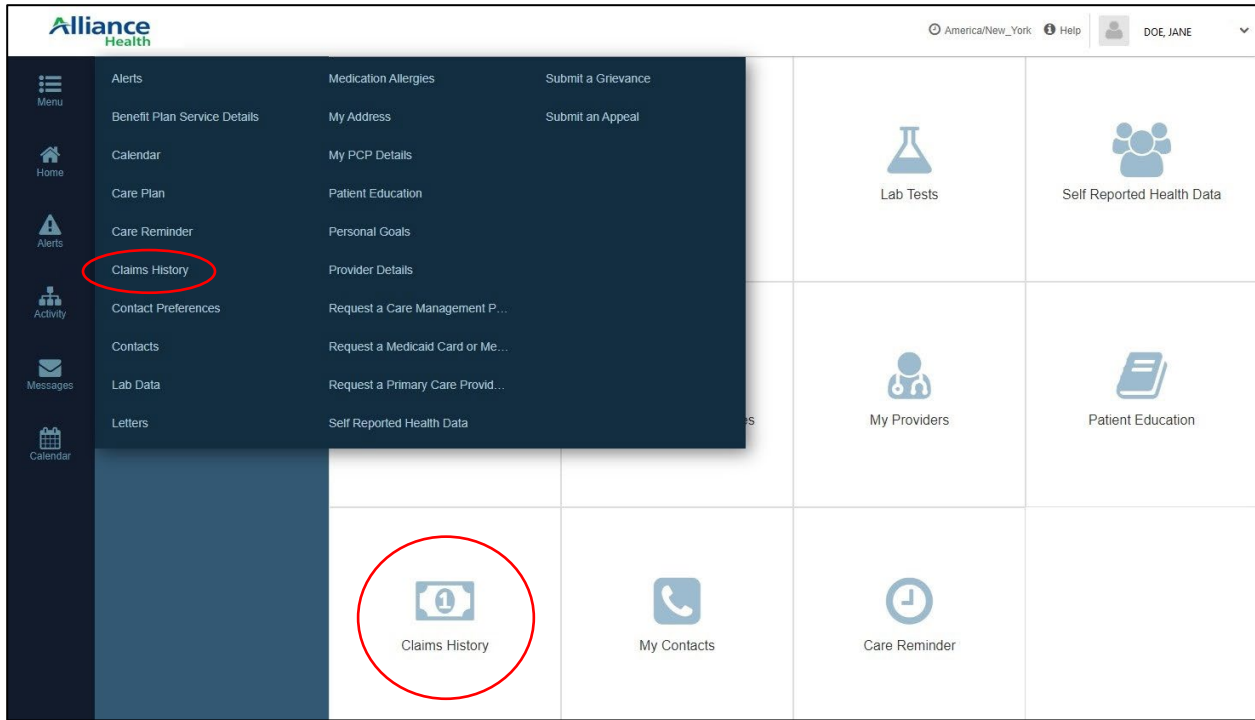
Type your comments in the box and click **Save**.



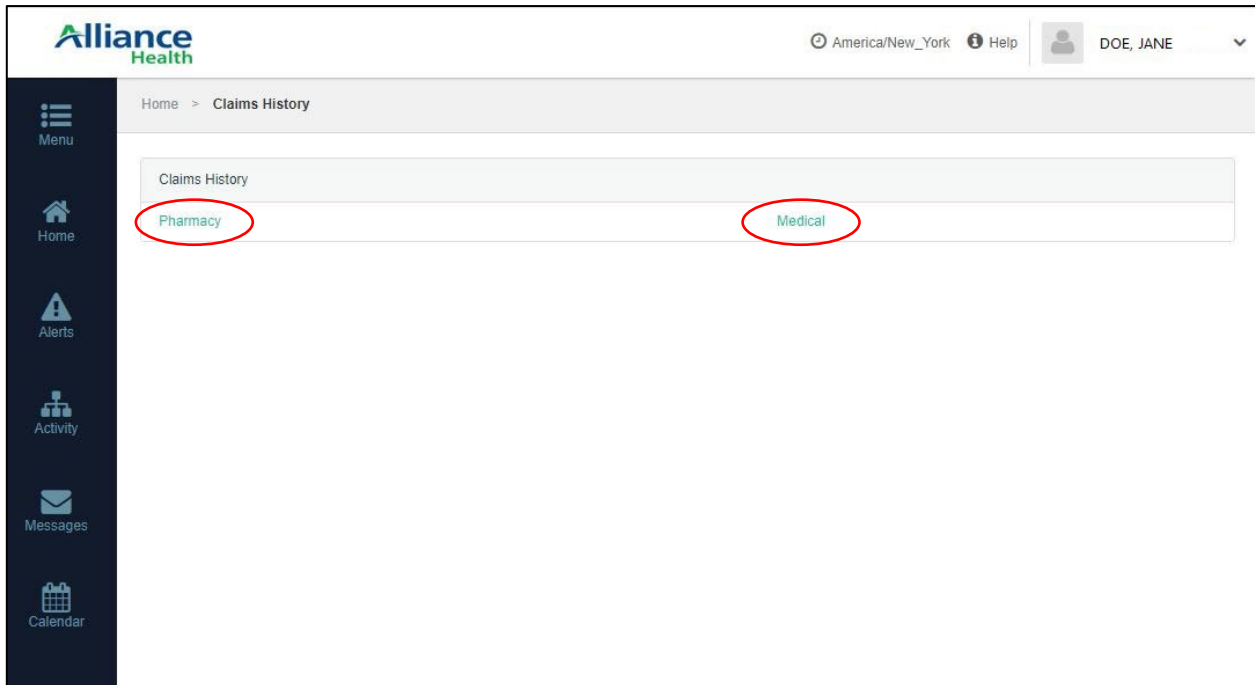
The screenshot shows the Alliance Health interface for editing a measure. The header is the same as the previous screenshot. The navigation bar shows 'Home > Care Reminders > Edit Measure'. The sidebar is the same. The main content area is divided into two sections: 'Measure Details' and 'Comments'. The 'Measure Details' section has a 'Measure' field with 'Anticoagulant Medication' and a 'Reported Date' field with '11/03/2022'. The 'Comments' section has a 'Comments *' label and a text input box. At the bottom, there are 'Save' and 'Cancel' buttons. The 'Save' button is circled in red.

Claims History

To view your past pharmacy or medical claims, select **Claims History** from the Menu or click the **Claims History** quick link on the home screen.



Click the type of claim you would like to view, either Pharmacy or Medical.



A new window will open for you to search for claims. Choose the **Start Date** and **End Date** for your search and click the **View Report** button.

The screenshot shows the Jiva search interface. At the top, there are search filters: 'Claim ID' with a checked 'NULL' checkbox, 'Claim Status' with a checked 'NULL' checkbox, '* Start Date' set to '10/20/2021', and '* End Date' set to '10/20/2022'. A 'View Report' button is circled in red. Below the filters is a navigation bar with '1 of 1' and 'Find | Next' options. The Jiva logo is displayed on the left. The main content area shows 'No Data Found'. At the bottom, the timestamp '10/20/2022 9:14:50 AM (EST)' and the page title 'Pharmacy_Claims_' are visible.

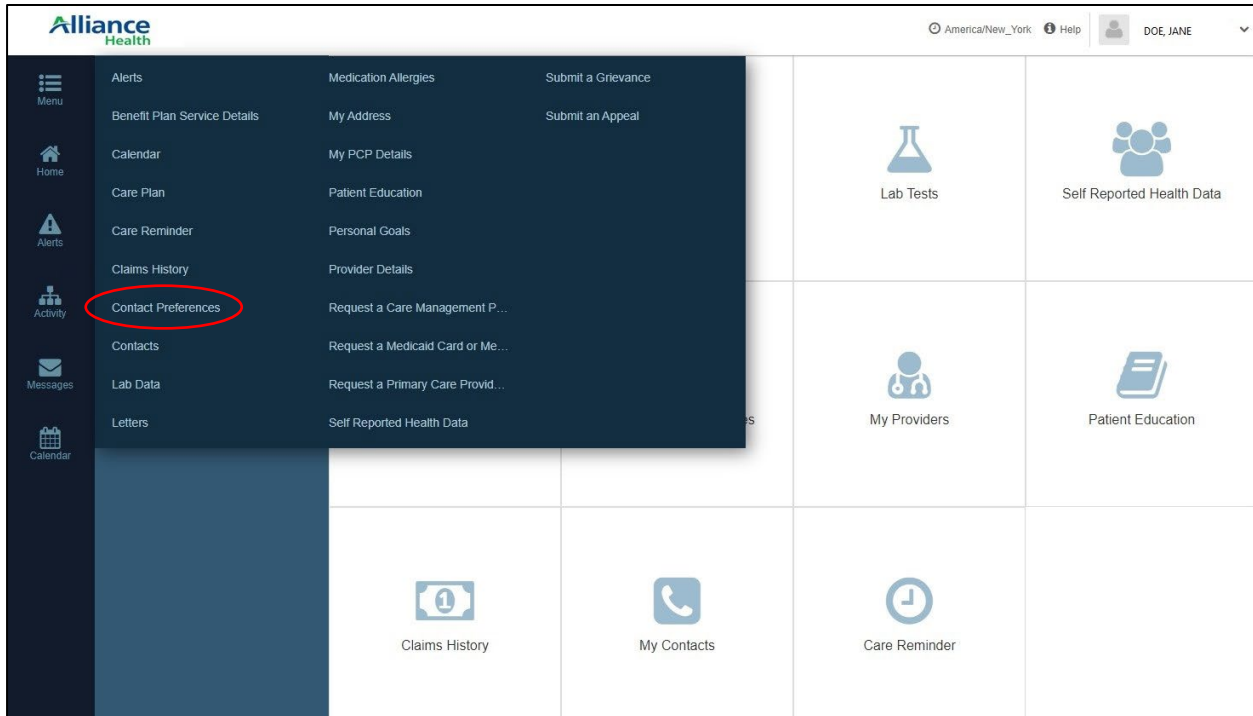
To search for a specific claim:

1. Unclick the **Null** check box next to the **Claim ID** box.
2. Type in the claim number in the **Claim ID** box.
3. Click the **View Report** button to complete the search.

This screenshot shows the same Jiva search interface as the previous one, but with the 'NULL' checkbox next to the 'Claim ID' field unselected and circled in red. The 'View Report' button is also circled in red. The rest of the interface, including the search filters, navigation bar, and 'No Data Found' message, remains the same.

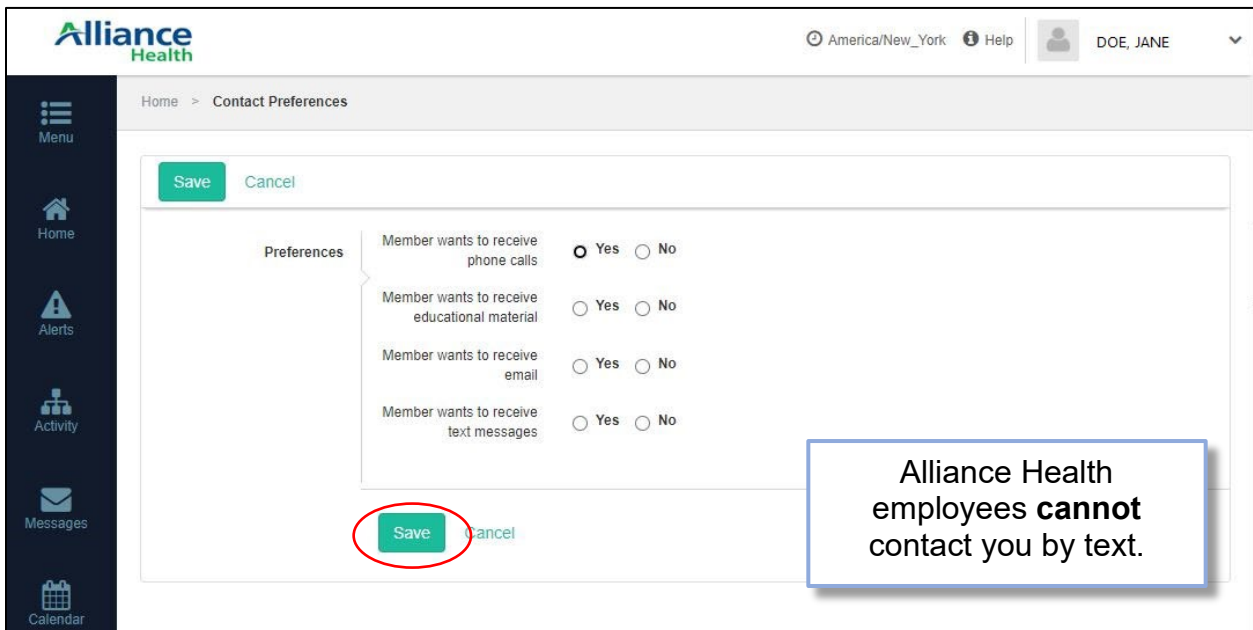
Contact Preferences

You can choose how you would like your Care Manager to contact you on the **Contact Preferences** page. To get to this page, click **Contact Preferences** from the Menu.



Select **Yes** or **No** for the contact options listed and click the **Save** button.

Please note that although texting is listed as an option in the Member Portal, for security reasons, Alliance Health employees **cannot** contact you by text.



Contacts

On the **Contacts** page, you can add or update details for your contacts. Select **Contacts** from the Menu or click the **My Contacts** quick link on the home page.

The screenshot shows the Alliance Health home page. On the left is a dark navigation menu with icons for Menu, Home, Alerts, Activity, Messages, and Calendar. A dark overlay menu is open, listing various options such as Alerts, Medication Allergies, Submit a Grievance, Benefit Plan Service Details, My Address, Submit an Appeal, Calendar, My PCP Details, Care Plan, Patient Education, Care Reminder, Personal Goals, Claims History, Provider Details, Contact Preferences, Request a Care Management P..., **Contacts** (circled in red), Request a Medicaid Card or Me..., Lab Data, Request a Primary Care Provid..., and Letters, Self Reported Health Data. On the main page, there are several quick links: Lab Tests, Self Reported Health Data, My Providers, Patient Education, Claims History, **My Contacts** (circled in red), and Care Reminder. The top right corner shows the user's location (America/New_York), help icon, and name (DOE, JANE).

You will see a list of your saved contacts. Although you can list your contacts, here, we may not have permission to legally contact the people on this list.

The screenshot shows the 'Contacts List' page in the Alliance Health system. The page title is 'Home > Contacts List'. There is an '+ Add Contact' button in the top right corner. The table below contains the following data:

	Contact Name	Contact Type	Authorized Representative	AOR Start Date	AOR End Date	Address	Phone	Email	Modified User
Member	Joe Doe	DJJ Worker, Emergency Contact	Member	11/03/2022	12/06/2022		(999) 999-9999		Smith, John
Member	John Doe	Guardian, Parent				1234 Main Street, Morrisville, NC, 27560	(000) 000-0000	do...	DOE, JANE

Page 1 of 1

To add a contact:

1. Select the **+Add Contact** link.

The screenshot shows the Alliance Health web application interface. At the top, the logo 'Alliance Health' is on the left, and the user profile 'DOE, JANE' is on the right. Below the header, a navigation menu on the left includes 'Menu', 'Home', 'Alerts', 'Activity', 'Messages', and 'Calendar'. The main content area is titled 'Contacts List' and contains a table with the following data:

Contact Name	Contact Type	Authorized Representative	AOR Start Date	AOR End Date	Address	Phone	Email	Modified User
Joe Doe	DJJ Worker, Emergency Contact	Member	11/03/2022	12/06/2022		(999) 999-9999		Smith, John
John Doe	Guardian, Parent				1234 Main Street, Morrisville, NC, 27560	(000) 000-0000	do...	DOE, JANE

A red circle highlights the '+ Add Contact' link in the top right corner of the table area. The page number 'Page 1 of 1' is visible at the bottom right of the table.

2. Type in the details for your contact. Any boxes with a star are required.

The screenshot shows the 'Add Contact' form in the Alliance Health web application. The form is divided into several sections:

- Details:** Includes fields for 'Name *', 'Organization', and 'Important Because'. There is a 'Contact Type *' dropdown menu with 'Select Values' and an 'Authorized Representative' checkbox.
- Documents:** Includes fields for 'Document Title', 'Document Received Date' (10/20/2022), 'Document Received Time' (09:54), and 'Document Description' (Allows 5000 characters only). There is a 'Select Document' section with a 'Browse' button and 'No File Selected' text.
- Contact Preferences:** Includes fields for 'Method of Contact' (dropdown), 'Preferred Days of Week' (dropdown), and 'Time' (dropdown).
- Address:** Includes fields for 'Address Types' (dropdown), 'Country' (United States), 'Zip', 'Address Line 1', 'City', 'County', 'Address Line 2', and 'State' (dropdown).

3. If needed, add documents that relate to the contact. Add any details in the documents section and then click the **Browse** button to select the document you want to upload from your computer.

The screenshot shows the 'Add Contact' form in the Alliance Health system. The 'Documents' section is expanded, showing fields for Document Title, Document Received Date (10/20/2022), Document Received Time (15:01), Document Type (dropdown), and Document Description (text area). The 'Select Document' section has a 'Browse' button circled in red, with the text 'No File Selected' next to it. Other sections include Contact Preferences (Method of Contact, Time, Preferred Days of Week) and Address (Address Types, Country, Zip).

4. When you have entered all the details for your new contact, click the **Save** button at the bottom of the screen.

The screenshot shows the bottom portion of the 'Add Contact' form. The 'Address' section includes Address Types, Address Line 1, Address Line 2, Country (United States), City, State, and Zip. The 'Telephone' section includes Phone Types, Phone Number (with an asterisk), and Ext. The 'Email Details' section includes Email Types and Email ID. At the bottom, there are two buttons: 'Save' and 'Cancel', with the 'Save' button circled in red.

Lab Data / Lab Tests

To view lab test results added by you or by your Care Manager, select **Lab Data** from the Menu or click the **Lab Tests** quick link from the Member Portal home screen.

The screenshot shows the Alliance Health Member Portal home screen. On the left, a dark blue navigation menu contains various options, with 'Lab Data' highlighted by a red circle. The main dashboard area features a grid of quick links, including 'Lab Tests' (circled in red), 'Self Reported Health Data', 'My Providers', 'Patient Education', 'Claims History', 'My Contacts', and 'Care Reminder'. The top right corner displays the user's location (America/New_York), help icon, and name (DOE, JANE).

This page will list any lab data added by you or your Care Manager.

The screenshot shows the 'Lab Data List' page in the Alliance Health Member Portal. The left-hand navigation menu has 'Lab Data' highlighted. The main content area displays a table with the following data:

Test	Reported Date	Value	Range	Follow-up Date	Notes
WBC (White Blood Cell Count)	11/03/2022	100	4500-10000		
LDL - Cholesterol (Low Density Lipoprotein)	11/01/2022	96	<100	11/01/2022	
Total Cholesterol	11/01/2022	180	<200	11/01/2022	

The page also includes a '+ Add Lab Data' button in the top right corner of the table area and a 'Page 1 of 1' indicator at the bottom right.

To add lab data:

1. Click **+Add Lab Data**.

The screenshot shows the Alliance Health interface. At the top, there's a navigation bar with 'America/New_York', 'Help', and a user profile 'DOE, JANE'. Below that, a breadcrumb trail reads 'Home > Lab Data List'. A sidebar on the left contains icons for Menu, Home, Alerts, Activity, Messages, and Calendar. The main content area is titled 'Lab Data List' and contains a table with the following data:

Test	Reported Date	Value	Range	Follow-up Date	Notes
WBC (White Blood Cell Count)	11/03/2022	100	4500-10000		
LDL - Cholesterol (Low Density Lipoprotein)	11/01/2022	96	<100	11/01/2022	
Total Cholesterol	11/01/2022	180	<200	11/01/2022	

A red circle highlights the '+ Add Lab Data' button located in the top right corner of the table area. The page number 'Page 1 of 1' is visible at the bottom right.

2. Select the type of test you want to add from the drop-down menu.

The screenshot shows the 'Add Lab Data' form in the Alliance Health interface. The breadcrumb trail is 'Home > Lab Data List > Add Lab Data'. The form has two main sections: 'Lab Data' and 'Note Details'. In the 'Lab Data' section, there is a 'Test' dropdown menu that is currently open, displaying a list of test names. The 'Value' field is empty and has a unit of 'mg/dL'. In the 'Note Details' section, there is a 'Comments' text area. At the bottom of the form, there are 'Save' and 'Cancel' buttons.

The 'Test' dropdown menu is open, showing the following list of tests:

- Vitamin E
- TCT (Thrombin clotting time)
- Thyroglobulin (Tg)
- Thyroxine-binding globulin (TBG)
- TIBC (Total iron-binding capacity)
- Total Cholesterol
- Transferrin
- Transferrin saturation
- Triglycerides
- Troponin-I
- Troponin-T
- TSH (Thyroid Stimulating Hormone)
- TSI (Total serum iron)
- Uric Acid
- Viscosity
- Vitamin A
- Vitamin B12 (Cobalamin)
- Vitamin B9 (Serum Folic acid/Folate)
- Vitamin C (Ascorbic acid)
- Vitamin D (25-hydroxycholecalciferol)
- Vitamin E

3. Enter a value for the type of test you chose.
4. Enter any comment.
5. Click the Save button.

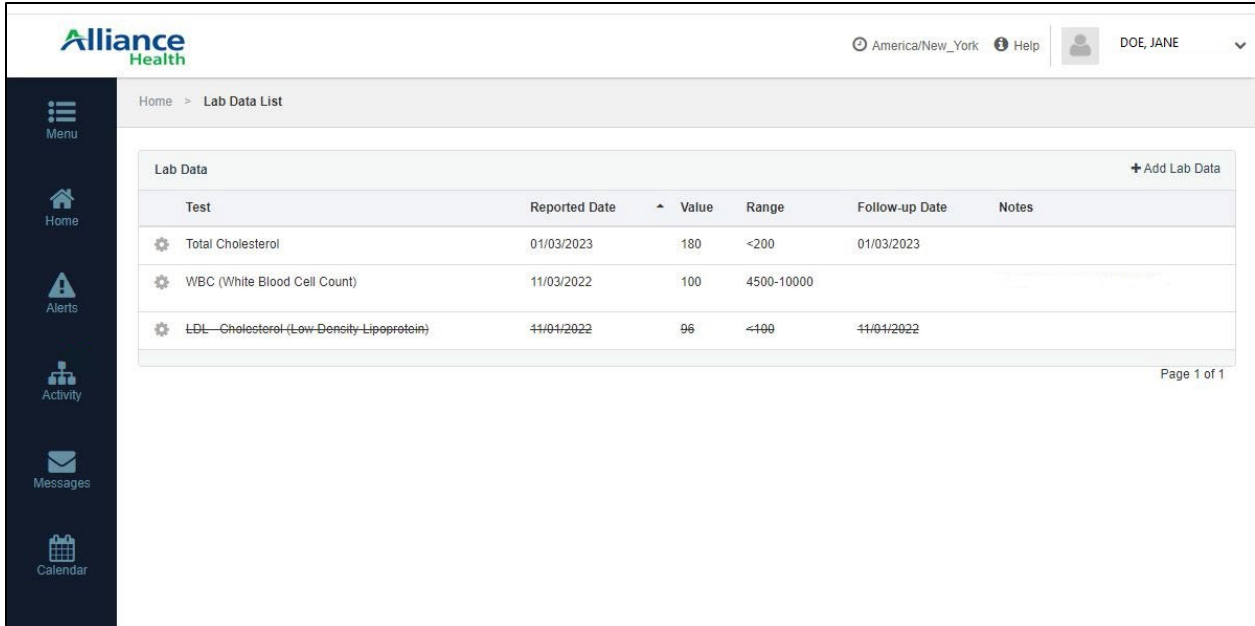
The screenshot shows the 'Add Lab Data' form in the Alliance Health system. The 'Test' dropdown menu is set to 'Vitamin E'. The 'Value' field is empty, and the unit is 'mg/dL'. The 'Comments' field is empty. The 'Save' button is circled in red.

You can deactivate lab data that you have entered by selecting the gear wheel next to the test. You cannot deactivate data that was entered by your Care Manager.

The screenshot shows the 'Lab Data List' page in the Alliance Health system. A table displays lab data entries. The 'Total Cholesterol' row has a gear icon circled in red, and a context menu is open showing 'View History' and 'Deactivate' options.

Test	Reported Date	Value	Range	Follow-up Date	Notes
(Total Cholesterol Count)	11/03/2022	100	4500-10000		
Total Cholesterol	11/01/2022	180	<200	11/01/2022	
LDL - Cholesterol (Low Density Lipoprotein)	11/01/2022	96	<100	11/01/2022	

If you deactivate a test, you will be able to see the results, but the lab test and results will have a line through them.



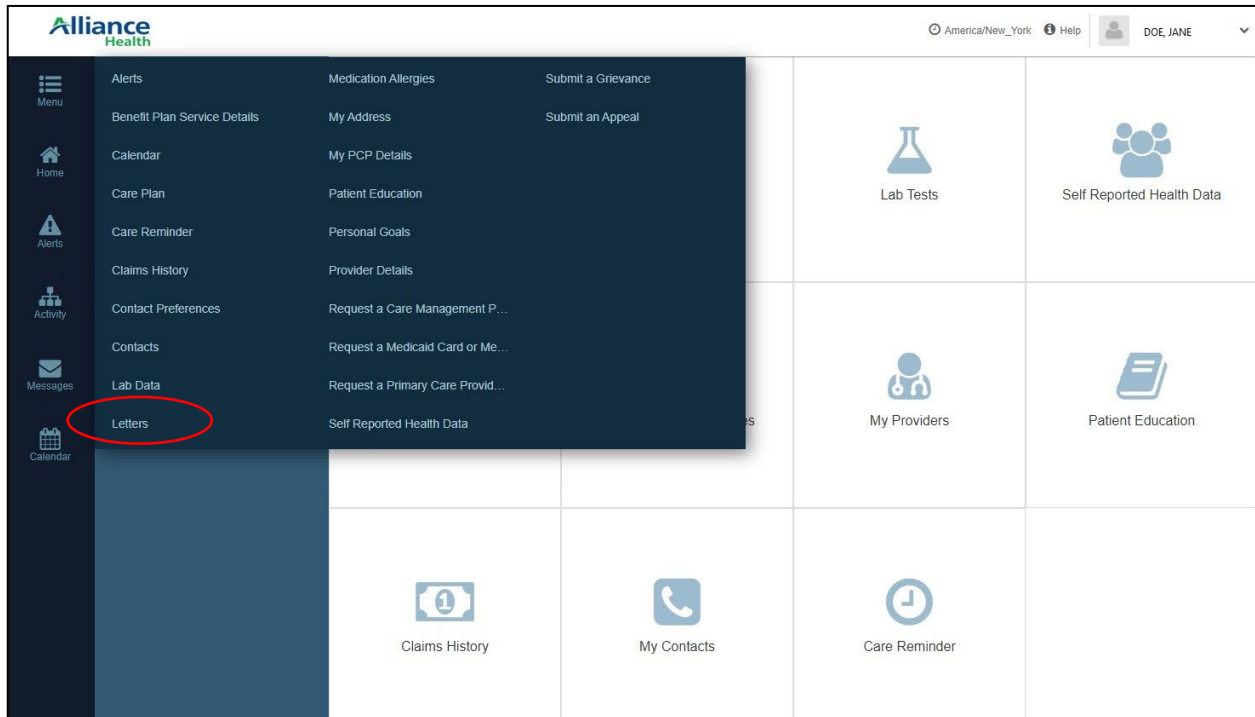
The screenshot displays the Alliance Health Lab Data List interface. The top header features the Alliance Health logo, the location 'America/New_York', a help icon, and the user profile 'DOE, JANE'. The breadcrumb navigation shows 'Home > Lab Data List'. A sidebar on the left contains navigation icons for Menu, Home, Alerts, Activity, Messages, and Calendar. The main content area is titled 'Lab Data' and includes a '+ Add Lab Data' button. Below this is a table with the following data:

Test	Reported Date	Value	Range	Follow-up Date	Notes
Total Cholesterol	01/03/2023	180	<200	01/03/2023	
WBC (White Blood Cell Count)	11/03/2022	100	4500-10000		
LDL - Cholesterol (Low Density Lipoprotein)	11/04/2022	96	<100	11/04/2022	

Page 1 of 1

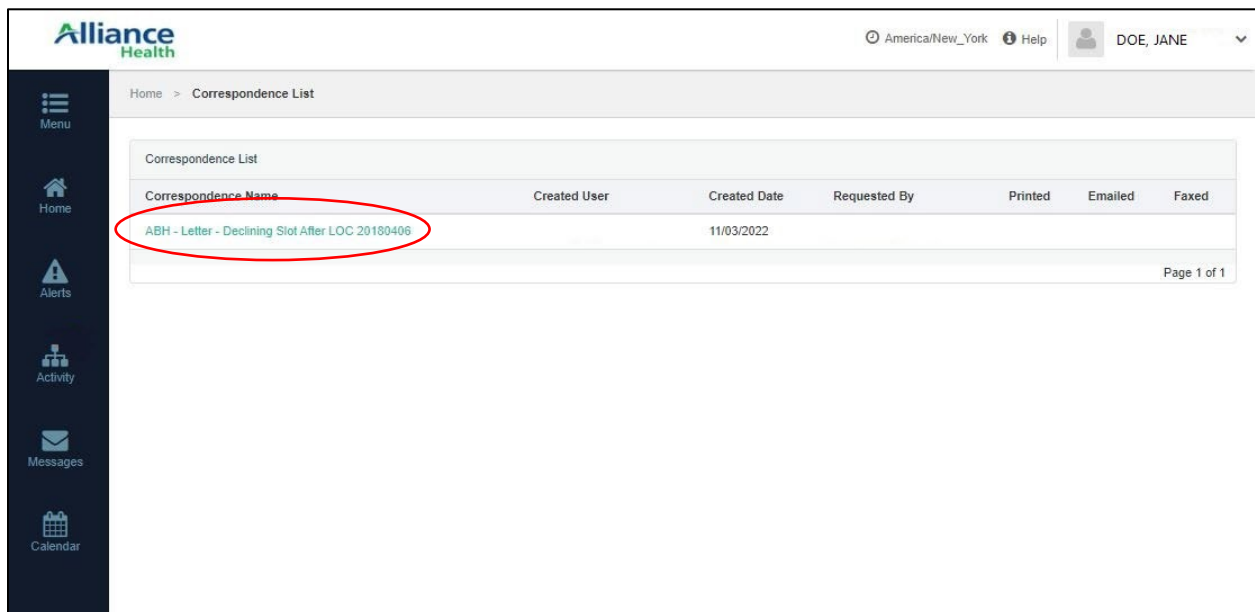
Letters

On the **Letters** page you can view letters sent to you by Alliance Health through the Member Portal.

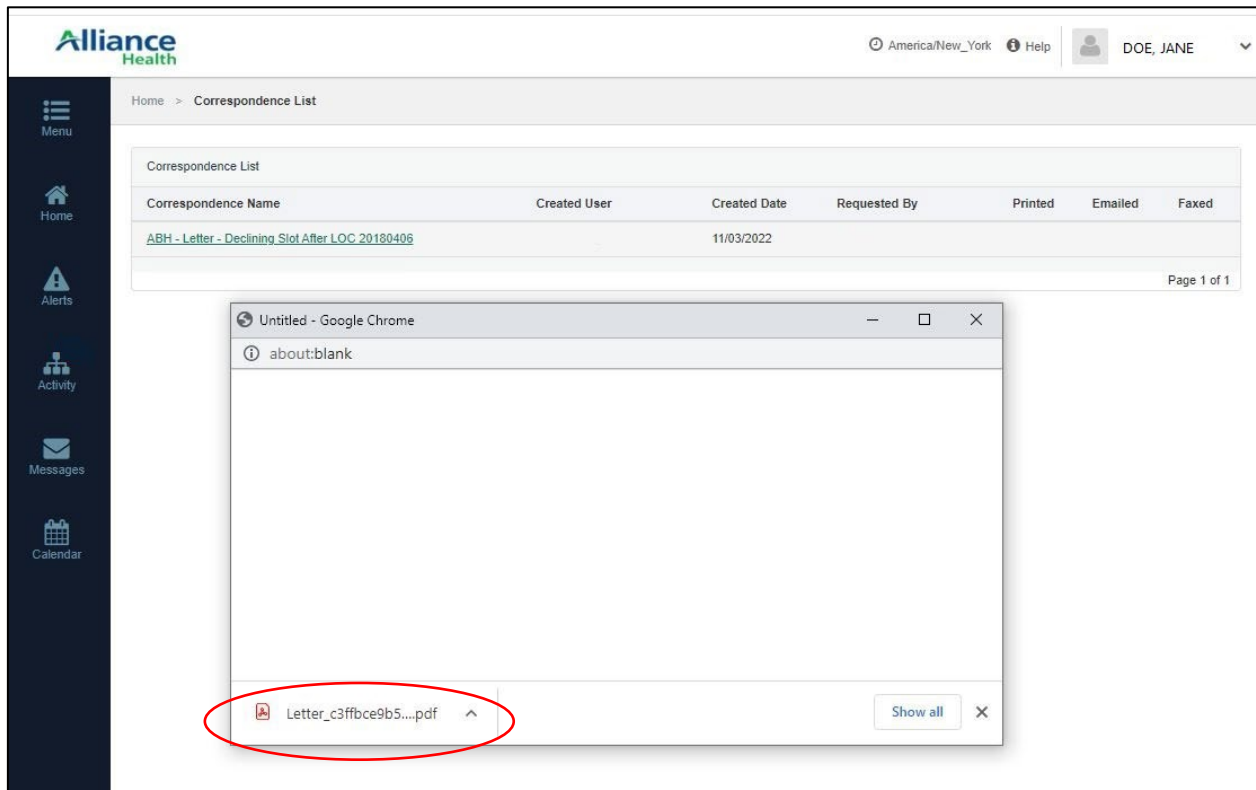


To download and view a letter:

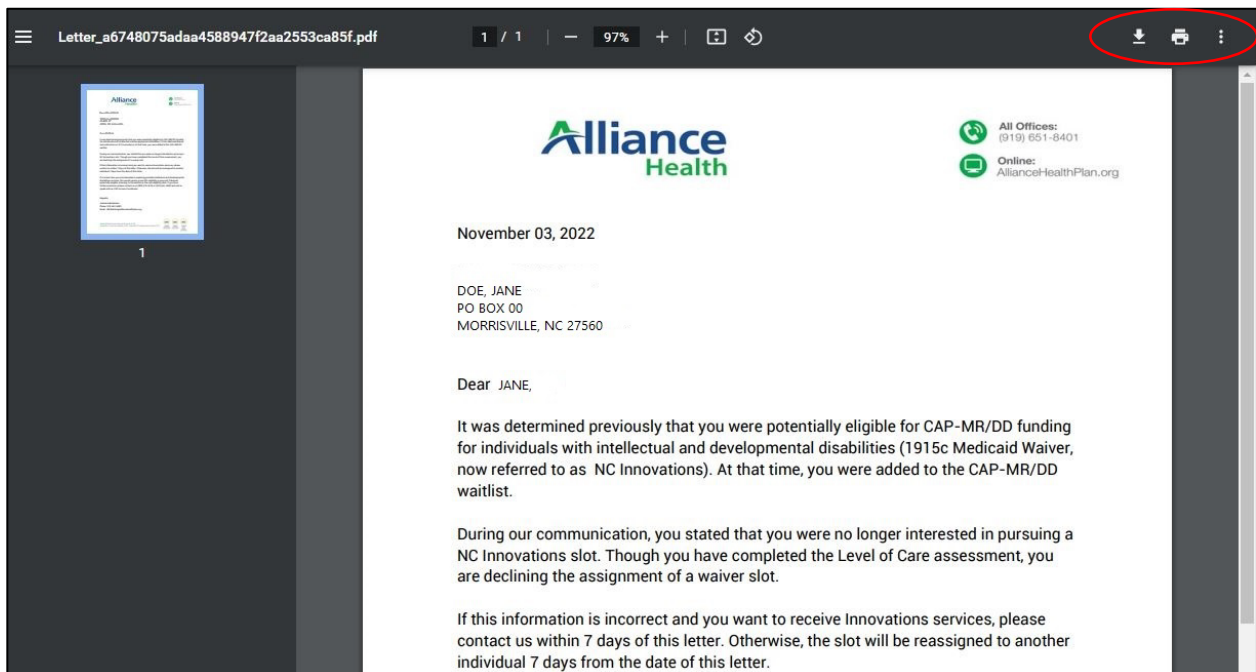
1. Click on the name of the letter from the list.



2. A new window will open with the downloaded letter.
3. Click the download to open a PDF of the letter.



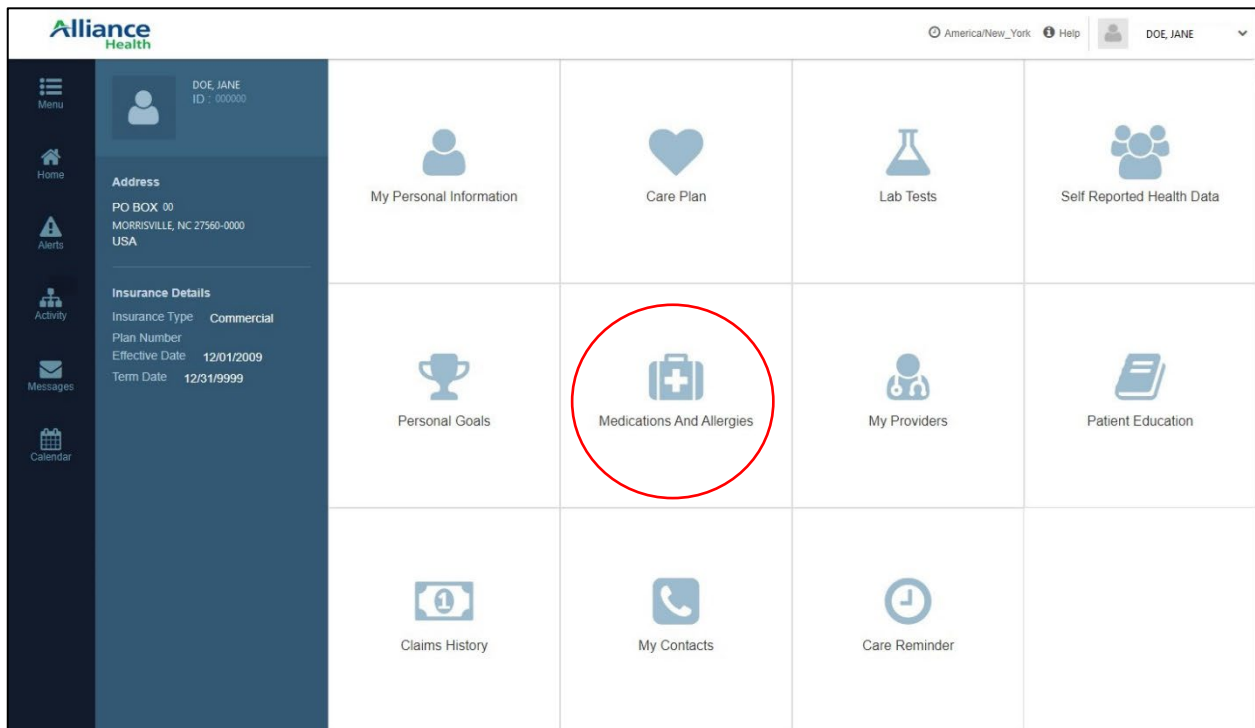
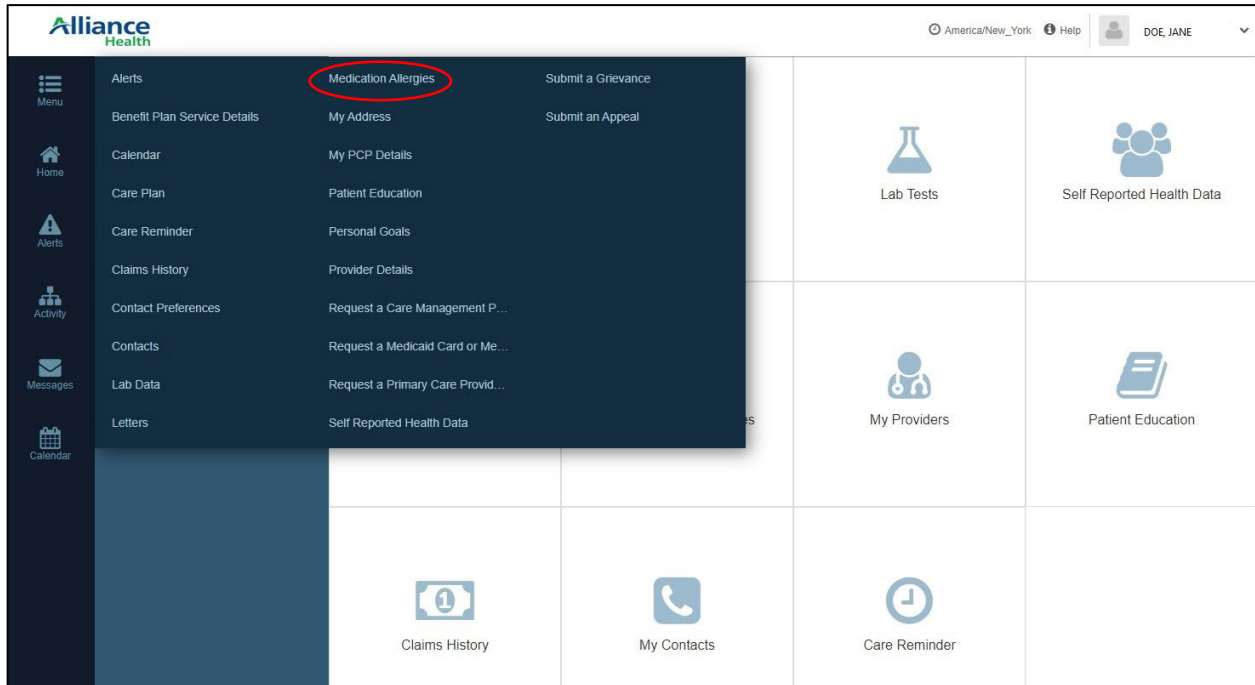
4. To save the letter to your computer or print the letter, click the options on the top right of the screen.



Medications and Allergies

You can view any medications and allergies added by your Care Manager in the Medications and Allergens page. You can also add medications and allergies.

To access Medications and Allergies, select **Medication Allergies** from the Menu or select the **Medication And Allergies** quick link from the home screen.



To add a medication:

1. Click **+Add New Medication**.

Home > Consolidated Medication List

Printable View

+ Add New Medication

Name	Strength	Dosage Form	Date Added	Route	NDC	Reported By	Fill Date	D/C Date	Quantity	Days Supply	Prescriber Name	Prescriber Id
Clarinex	5 MG	Tablet	11/01/2022 11:57:08	Oral		Self-Reported	08/01/2022					
Linzess	72 MCG	Capsule	11/03/2022 11:02:39	ORAL	00456120330	Claims	08/27/2022		30	30	DIAZ, MARIA JOSEFINA	0000000000
Penciclovir	1 %	Cream	11/03/2022 10:41:40	External		Self-Reported	11/03/2022		4			
Pulmozyme	2.5 MG/2.5ML	Solution	11/03/2022 11:02:39	RESPIRATORY	50242010040	Claims	08/26/2022		225	90	SHELLHASE, DENNIS	0000000000
STELARA	90 MG/ML	Solution Prefilled Syringe	11/03/2022 11:02:39	SUBCUTANEOUS	57894006103	Claims	08/26/2022		1	42	SIGMON, LEE	0000000000

Page 1 of 1

My Medication Allergies and Reactions + Add Allergy

Allergen	Reported Date	Reaction Description	Reaction Date	Notes
Acetaminophen	11/01/2022	BLISTERS	11/01/2022	

Page 1 of 1

Other Allergy + Add Other Allergy

Allergen	Reported Date	Reaction Description	Reaction Date	Notes
BEE STINGS	11/03/2022			

2. Enter any details about your medication. The boxes with a star are required.

Home > Consolidated Medication List > Add Medication

Medication Details

Medication Name *

Route * --Select One--

Dosage Form --Select One--

Strength --Select One--

Quantity

Days Supply

Fill Date

Prescriber

Med Discontinue Date

Other Details

Medical Compliance Yes No

Reason For Non-Adherence --Select One--

Quantity per Administration

Frequency --Select One--

Used For

Reasons for discontinuing meds

Reminders to take Medication

Validate Yes No

Save Cancel

3. As you begin to type the name of your medication in the Medication Name box, a list of medications will appear. The name of your medication must be in the list to be added.

The screenshot displays the 'Add Medication' form in the Alliance Health system. The form is divided into two main sections: 'Medication Details' and 'Other Details'. In the 'Medication Details' section, the 'Medication Name' field contains the text 'Ibuprof' and has a search icon. A dropdown menu is open below this field, listing various ibuprofen formulations such as 'Ibuprofen-HYDROcodone', 'Ibuprofen', 'Ibuprofen 200', 'Ibuprofen IB', 'Ibuprofen Childrens', 'Ibuprofen Cold & Sinus', 'Ibuprofen Junior Strength', 'Ibuprofen PMR', 'Ibuprofen Lysine', 'Ibuprofen Advanced Formula', 'Ibuprofen-diphenhydrAMINE Cit', 'Ibuprofen-diphenhydrAMINE HCl', 'Ibuprofen & Diet Manage Prod', 'Ibuprofen and PSE Cold & Sinus', 'Ibuprofen Comfort Pac', 'Ibuprofen-Liniment', 'Ibuprofen PM', 'Ibuprofen & Caffeine-Vitamins', 'Ibuprofen-Famolidine', 'Ibuprofen-Acetaminophen', 'Ibuprofen-Multiple Minerals', 'Ibuprofen 100 Junior Strength', 'Ibuprofen&Lk-Men&Esomeprazole', 'Ibuprofen-Liniment Liquid', 'Ibuprofen & Acetaminophen', and 'Ibuprofen Infants'. The 'Ibuprofen' option is highlighted in green. To the right of the dropdown, there are fields for 'Route', 'Strength', 'Days Supply', and 'Prescriber', each with a dropdown menu or input field. In the 'Other Details' section, there are fields for 'Medical Compliance', 'Quantity per Administration', 'Used For', 'Reminders to take Medication', and 'Validate'. At the bottom of the form, there are 'Save' and 'Cancel' buttons. The top of the page shows the Alliance Health logo, the user's name 'DOE, JANE', and the location 'America/New_York'.

4. Once you have chosen the name of your medication, you must select how you take the medicine. In the **Route** drop-down menu, select one of these options:

- Orally (by mouth)
- Intravenous (through a needle in a vein)
- External (such as a patch or cream)
- N/A (none of these)

The screenshot shows the 'Add Medication' form in the Alliance Health system. The form is titled 'Add Medication' and is part of a 'Consolidated Medication List'. It features a dark sidebar with navigation icons for Menu, Home, Alerts, Activity, Messages, and Calendar. The main content area is divided into 'Medication Details' and 'Other Details'. In 'Medication Details', the 'Medication Name' is 'Ibuprofen', 'Dosage Form' is '--Select One--', 'Quantity' is empty, 'Fill Date' is empty, and 'Med Discontinue Date' is empty. The 'Route' dropdown is open, showing options: Oral, N/A, Intravenous, and External. 'Strength' is empty, 'Days Supply' is empty, and 'Prescriber' is empty. In 'Other Details', 'Medical Compliance' has 'Yes' selected, 'Quantity per Administration' is empty, 'Used For' is empty, 'Reminders to take Medication' is empty, and 'Validate' has 'Yes' selected. 'Reason For Non-Adherence' is empty, 'Frequency' is empty, and 'Reasons for discontinuing meds' is empty. At the bottom, there are 'Save' and 'Cancel' buttons.

5. Add any other details that you can add about your medicine.

- **Dosage Form:** how your medicine looks, such as a pill or liquid
- **Strength:** amount of the medicine in your pill or liquid dose
- **Quantity:** how many pills or the amount of liquid you take each time
- **Days Supply:** how many days of medicine is given to you when you get your prescription refill
- **Fill Date:** the date your prescription was filled at the pharmacy
- **Prescriber:** which of your doctors prescribed the medicine to you
- **Med Discontinue Date:** the date you stopped using the medicine
- **Reasons for discontinuing meds:** If you stop taking your medicine, you can add a reason here.
- **Medical Compliance:** whether you are taking your medication as prescribed
- **Validate:** check Yes if you are taking your medication as prescribed.

- **Reason for Non-Adherence:** if you have marked that you are not taking your medicine as prescribed, you can choose a reason from the drop-down list. Reasons you can pick from include Can't afford, Can't get to pharmacy, Can't remember, and Side effects.
 - **Quantity per Administration:** how many pills or the amount of liquid you take each time
 - **Frequency:** how often you take your medicine such as once or twice a day
 - **Used For:** this information will be added by the system based on the medication name you enter and the condition that medicine is prescribed for. You can change reason if the condition shown is not correct for you.
 - **Reminders to take Medication:** if you have reminders to help you remember to take your medication, you can describe them here.
6. When you have entered any details you know about your medicine, click the **Save** button at the bottom of the screen.

To add an allergy to a medicine:

1. Select **+Add Allergy** from the **Medications And Allergies** page:

Home > Consolidated Medication List

Printable View

+ Add New Medication

Name	Strength	Dosage Form	Date Added	Route	NDC	Reported By	Fill Date	D/C Date	Quantity	Days Supply	Prescriber Name	Prescriber Id
Clarinet	5 MG	Tablet	11/01/2022 11:57:08	Oral		Self-Reported	08/01/2022					
Linzezz	72 MCG	Capsule	11/03/2022 11:02:39	ORAL	00456120330	Claims	08/27/2022		30	30	DIAZ, MARIA JOSEFINA	0000000000
Penciclovir	1 %	Cream	11/03/2022 10:41:40	External		Self-Reported	11/03/2022		4			
Pulmozyme	2.5 MG/2.5ML	Solution	11/03/2022 11:02:39	RESPIRATORY	50242010040	Claims	08/26/2022		225	90	SHELLHASE, DENNIS	0000000000
STELARA	90 MG/ML	Solution Prefilled Syringe	11/03/2022 11:02:39	SUBCUTANEOUS	57894006103	Claims	08/26/2022		1	42	SIGMON, LEE	0000000000

Page 1 of 1

My Medication Allergies and Reactions

+ Add Allergy

Allergen	Reported Date	Reaction Description	Reaction Date	Notes
Acetaminophen	11/01/2022	BLISTERS	11/01/2022	

Page 1 of 1

Other Allergy

+ Add Other Allergy

2. Enter the name of the medicine you are allergic to by typing the medicine name in the **Allergen Name** box. A list of available names will come up. You can only add medicines that are in the Member Portal system.

Home > Consolidated Medication List > Add Allergen

Allergen

Allergen Name * pe

Reaction Description --Select One--

Note Details

Comments

Save Cancel

3. Select the **Reaction Description** from the drop-down list.
4. Make any notes you would like to make in the **Comments** box.
5. Click the **Save** button.


To add another allergy not to a medicine:

1. Click **+Add Other Allergy** from the **Medications And Allergies** screen.

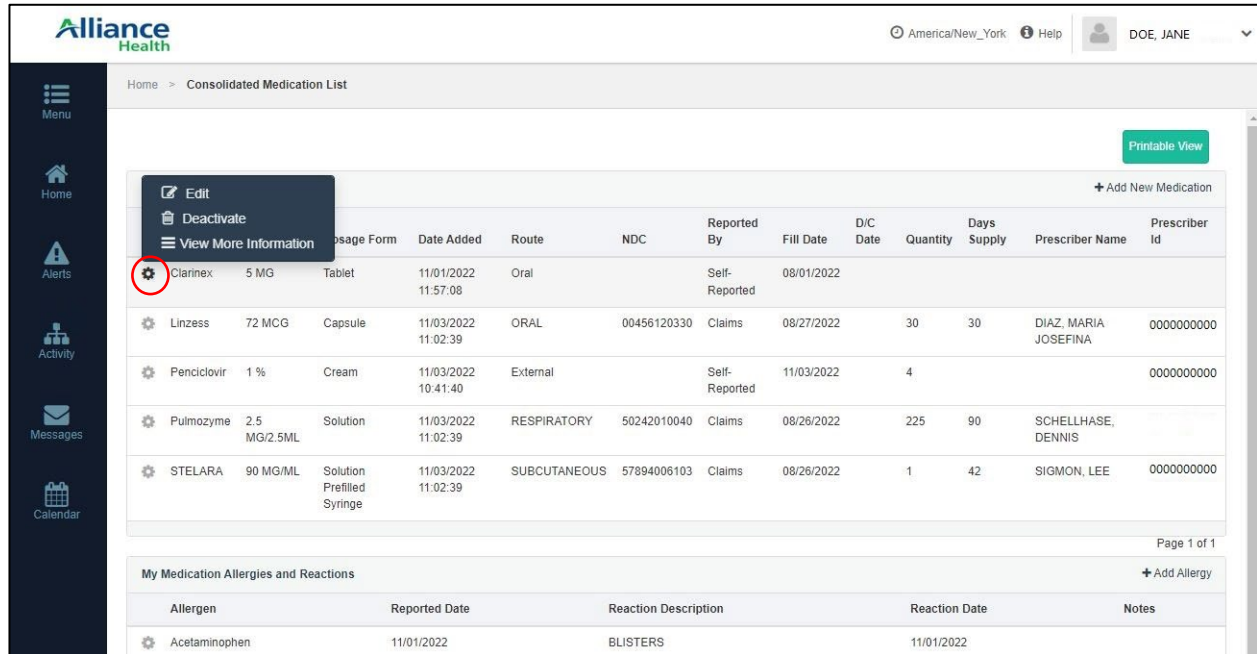
The screenshot shows the Alliance Health interface. At the top, there's a navigation bar with the logo, location (America/New_York), help icon, and user profile (DOE, JANE). Below is a sidebar with navigation icons for Menu, Home, Alerts, Activity, Messages, and Calendar. The main content area is titled 'Consolidated Medication List' and includes a 'Printable View' button and a '+ Add New Medication' link. A table lists medications with columns for Name, Strength, Dosage Form, Date Added, Route, NDC, Reported By, Fill Date, D/C Date, Quantity, Days Supply, Prescriber Name, and Prescriber Id. Below this is a section for 'My Medication Allergies and Reactions' with a '+ Add Allergy' link and a table with columns for Allergen, Reported Date, Reaction Description, Reaction Date, and Notes. At the bottom, there's an 'Other Allergy' section with a '+ Add Other Allergy' link circled in red.

2. Select the **Allergy Description** and **Reaction Description** from the drop-down menus.
3. Add any notes in the **Comments** box.
4. Click the **Save** button.

The screenshot shows the 'Add Other Allergen' form in the Alliance Health interface. The navigation bar and sidebar are the same as in the previous screenshot. The main content area is titled 'Add Other Allergen' and contains two sections: 'Physical Allergy' and 'Note Details'. The 'Physical Allergy' section has two dropdown menus for 'Allergy Description *' and 'Reaction Description', both currently set to '--Select One--'. The 'Note Details' section has a text area for 'Comments'. At the bottom, there are two buttons: 'Save' (circled in red) and 'Cancel'.

To **Edit**, **Deactivate**, or **View More Information** about a medicine or allergy, click the gear wheel  beside the medicine or allergy name.






If you deactivate a medicine, it will no longer appear in the list. If your Care Manager adds a medicine to this list, you can add notes about whether you are taking the medicine as prescribed, but you will not be able to edit the details about your prescription.



Home > Consolidated Medication List

Printable View


+ Add New Medication

	Medication Name	Dose	Form	Date Added	Route	NDC	Reported By	Fill Date	D/C Date	Quantity	Days Supply	Prescriber Name	Prescriber Id
	Clarinex	5 MG	Tablet	11/01/2022 11:57:08	Oral		Self-Reported	08/01/2022					
	Linzezz	72 MCG	Capsule	11/03/2022 11:02:39	ORAL	00456120330	Claims	08/27/2022		30	30	DIAZ, MARIA JOSEFINA	0000000000
	Penciclovir	1 %	Cream	11/03/2022 10:41:40	External		Self-Reported	11/03/2022		4			0000000000
	Pulmozyme	2.5 MG/2.5ML	Solution	11/03/2022 11:02:39	RESPIRATORY	50242010040	Claims	08/26/2022		225	90	SHELLHASE, DENNIS	
	STELARA	90 MG/ML	Solution Prefilled Syringe	11/03/2022 11:02:39	SUBCUTANEOUS	57894006103	Claims	08/26/2022		1	42	SIGMON, LEE	0000000000

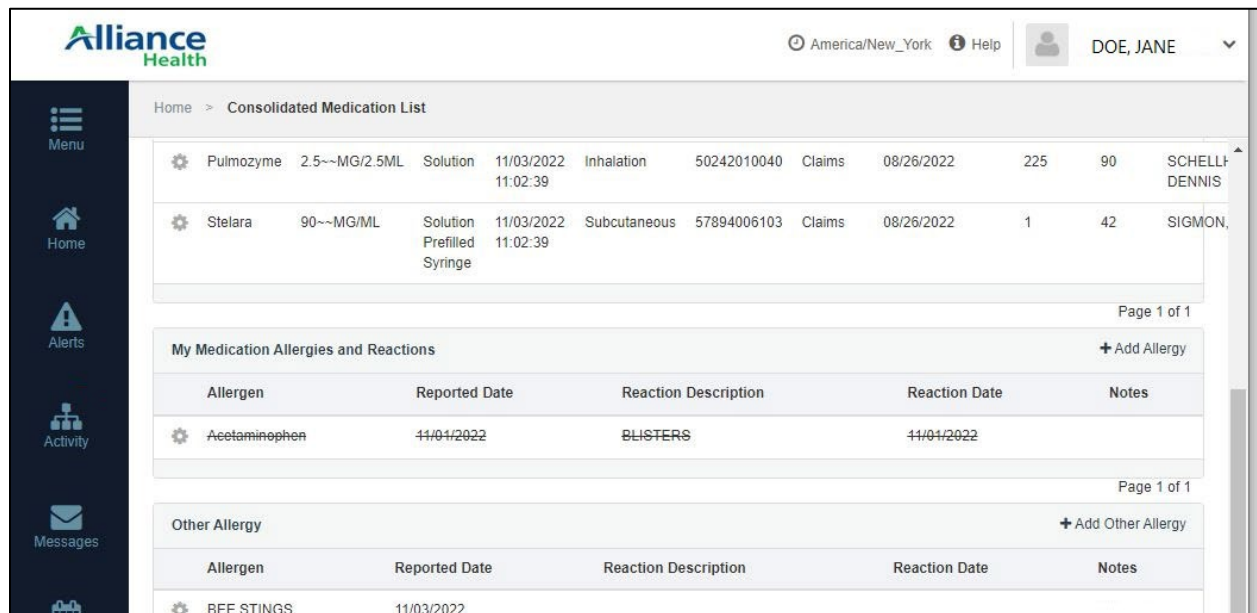
Page 1 of 1

My Medication Allergies and Reactions



+ Add Allergy

Allergen	Reported Date	Reaction Description	Reaction Date	Notes
	Acetaminophen	11/01/2022	BLISTERS	11/01/2022

If you deactivate an allergy that you have added to your list, the allergy will still appear in the list, but it will have a line through the allergy details.




Home > Consolidated Medication List

	Pulmozyme	2.5--MG/2.5ML	Solution	11/03/2022 11:02:39	Inhalation	50242010040	Claims	08/26/2022		225	90	SHELLHASE, DENNIS
	Stelara	90--MG/ML	Solution Prefilled Syringe	11/03/2022 11:02:39	Subcutaneous	57894006103	Claims	08/26/2022		1	42	SIGMON,

Page 1 of 1

My Medication Allergies and Reactions


+ Add Allergy

Allergen	Reported Date	Reaction Description	Reaction Date	Notes
	Acetaminophen	11/01/2022	BLISTERS	11/01/2022

Page 1 of 1

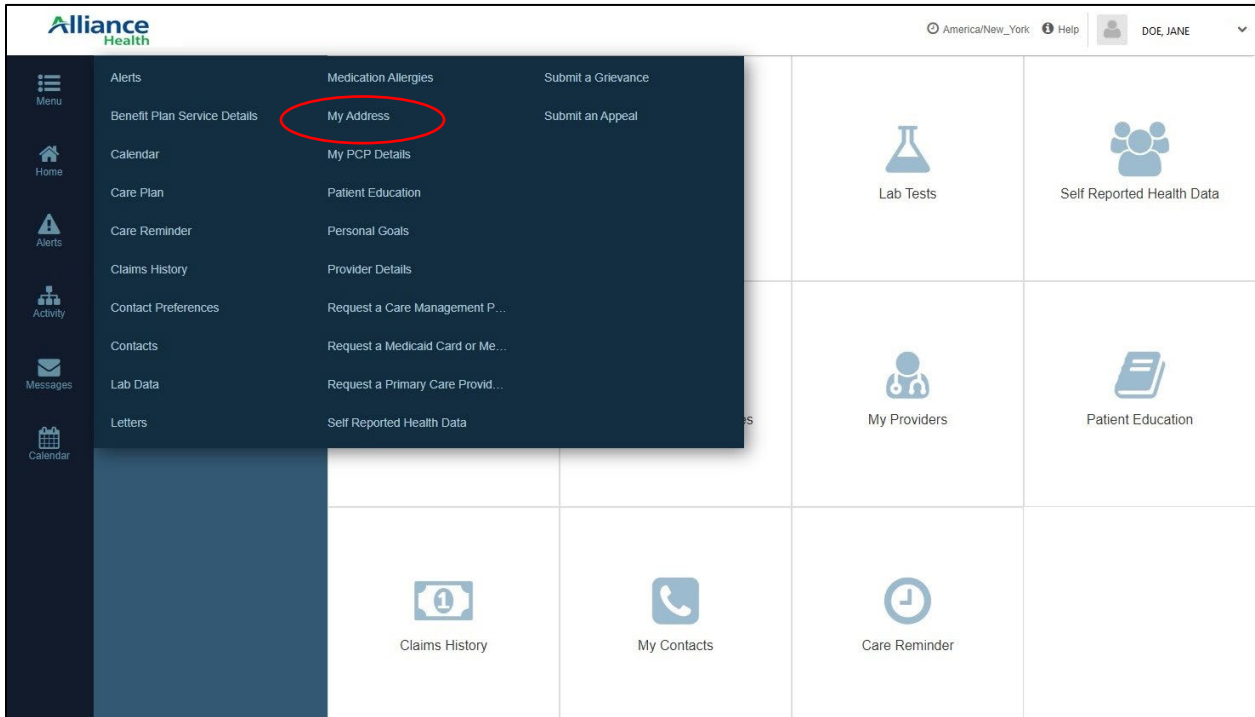
Other Allergy

+ Add Other Allergy

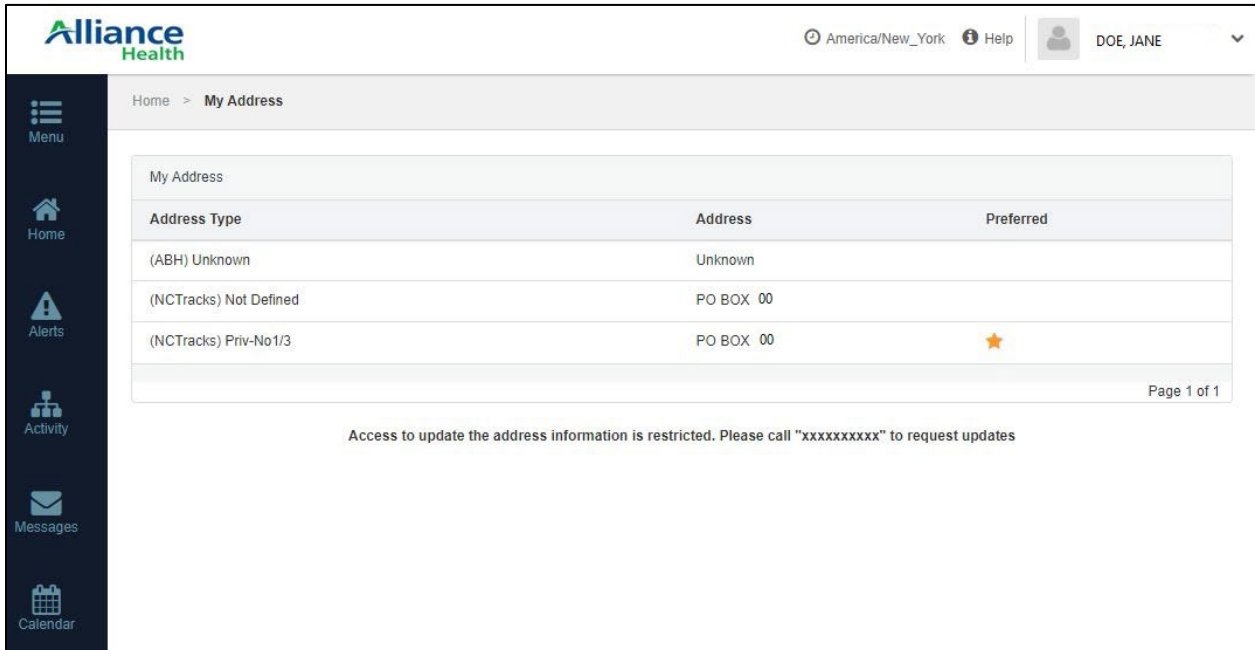
Allergen	Reported Date	Reaction Description	Reaction Date	Notes
	BEE STINGS	11/03/2022		

My Address

To view your mailing address, click the **My Address** link in the Menu.



If you need to update your mailing address, contact your Case Worker at the Division of Social Services.



My PCP Details

On the **My PCP Details** page from the Menu, you can view information about your primary care provider (PCP).

The screenshot shows the Alliance Health user interface. The top navigation bar includes the logo, location (America/New_York), help icon, and user name (DOE, JANE). A dark blue sidebar menu is open, listing various options. The 'My PCP Details' option is circled in red. The main content area displays several large icons for 'Lab Tests', 'Self Reported Health Data', 'My Providers', 'Patient Education', 'Claims History', 'My Contacts', and 'Care Reminder'.

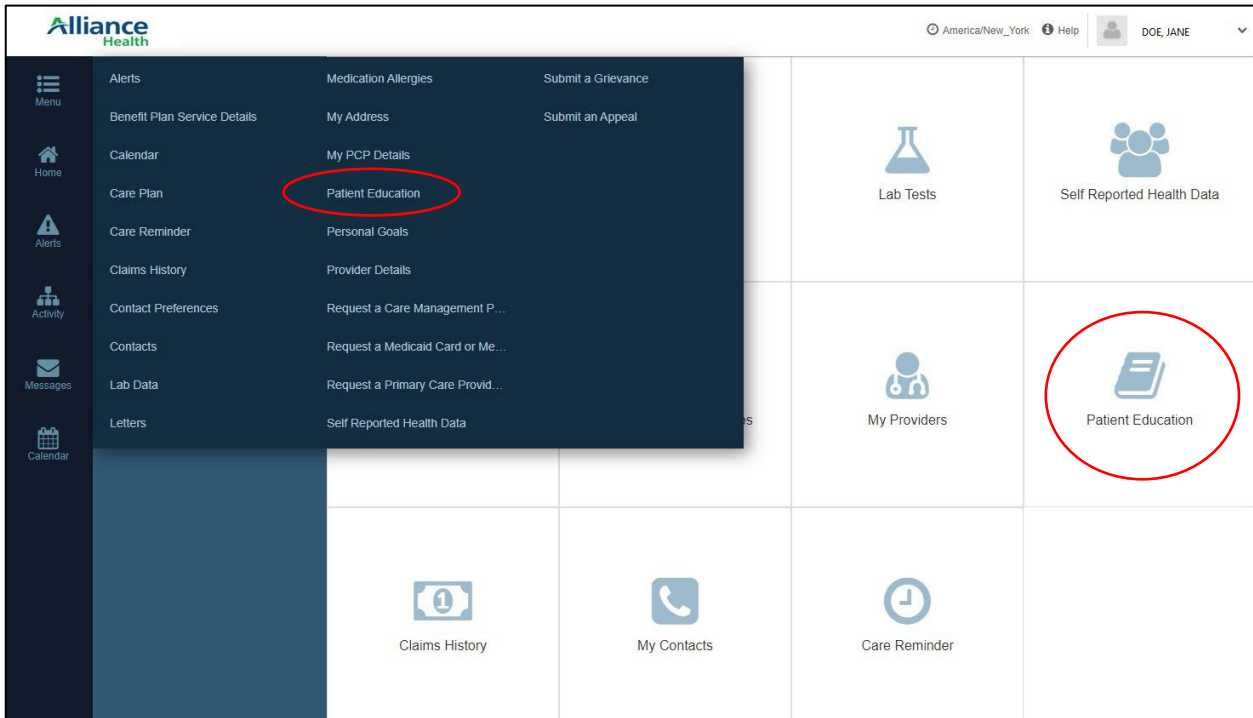
You cannot edit this information. If you would like to change your PCP, use the **Request a Primary Care Provider Change** link from the Menu.

The screenshot shows the 'My PCP Details' page. The breadcrumb trail is 'Home > PCP'. The page displays a table with the following columns: Name, Address, Modified User, Modified Date, and Status. The table contains several rows of PCP information, including 'WAKE FOREST PEDIATRIC ASSOCIATES PL' with their address and phone number. A pagination bar at the bottom shows 'Page 1 of 3'.

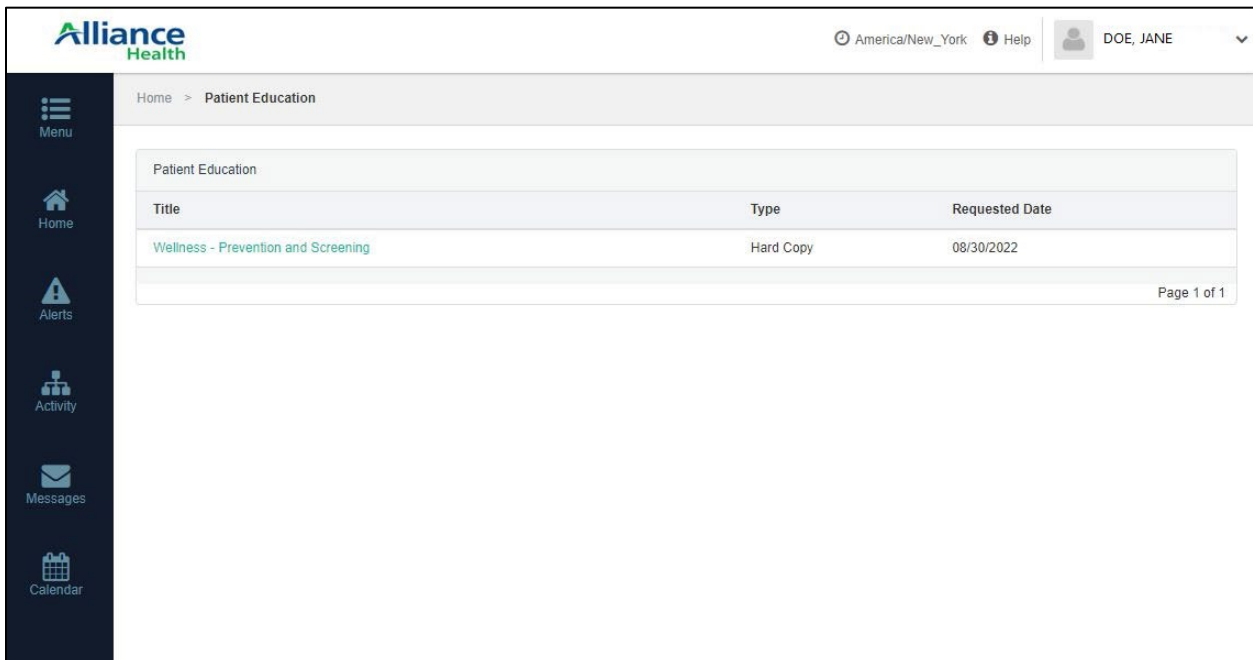
PCP	Name	Address	Modified User	Modified Date	Status
		-	DOE, JANE	01/10/2021	Inactive
	WAKE FOREST PEDIATRIC ASSOCIATES PL	6845 KNIGHTDALE BLVD STE 100 KNIGHTDALE, NC - 27545 9800 USA Phone: 919-266-5059	DOE, JANE	01/10/2021	Inactive
		-	DOE, JANE	07/14/2020	Inactive
	WAKE FOREST PEDIATRIC ASSOCIATES PL	6845 KNIGHTDALE BLVD STE 100 KNIGHTDALE, NC - 27545 9800 USA Phone: 919-266-5059	DOE, JANE	10/09/2020	Inactive
	WAKE FOREST PEDIATRIC ASSOCIATES PL	6845 KNIGHTDALE BLVD STE 100 KNIGHTDALE, NC - 27545 9800 USA Phone: 919-266-5059	DOE, JANE	04/15/2020	Inactive
		-	DOE, JANE	04/11/2020	Inactive
		-	DOE, JANE	02/26/2020	Inactive
	WAKE FOREST PEDIATRIC ASSOCIATES PL	6845 KNIGHTDALE BLVD STE 100 KNIGHTDALE, NC - 27545 9800 USA Phone: 919-266-5059	DOE, JANE	02/25/2020	Inactive
		-	DOE, JANE	02/26/2020	Inactive
		-	DOE, JANE	09/28/2019	Inactive

Patient Educational Materials

You can view educational materials sent to you by your Care Manager by selecting **Patient Education** from the Menu or by clicking the **Patient Education** quick link on the home screen.

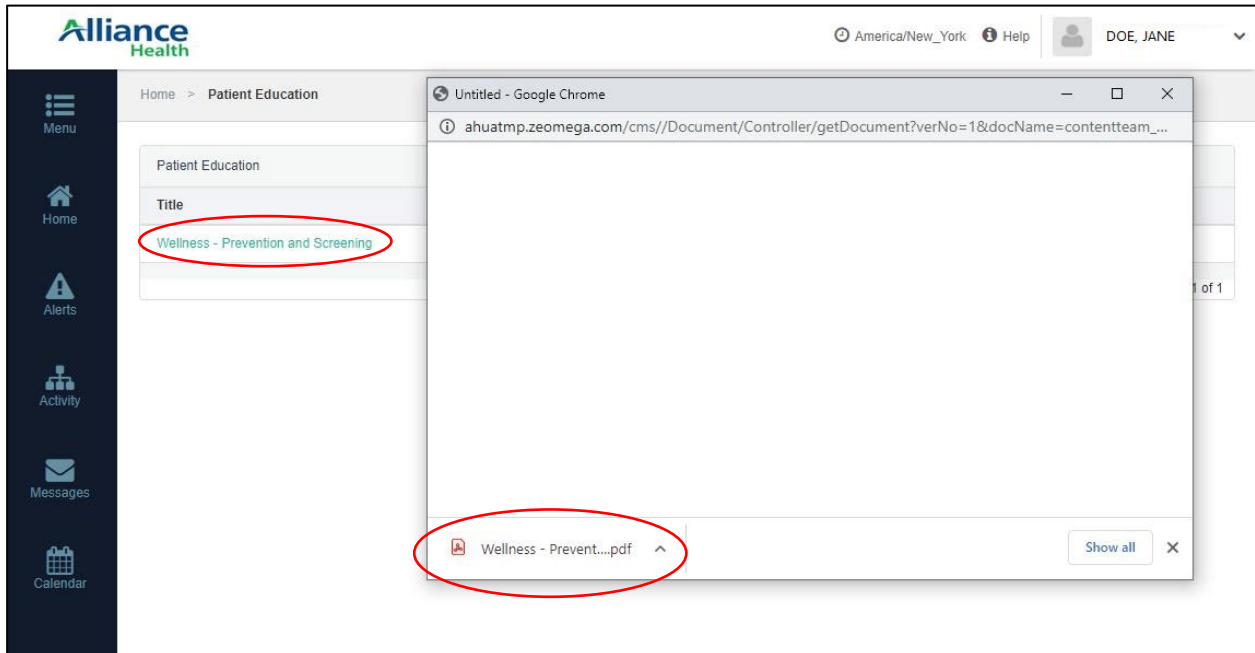


Any educational materials that have been sent to you will be listed on this page.

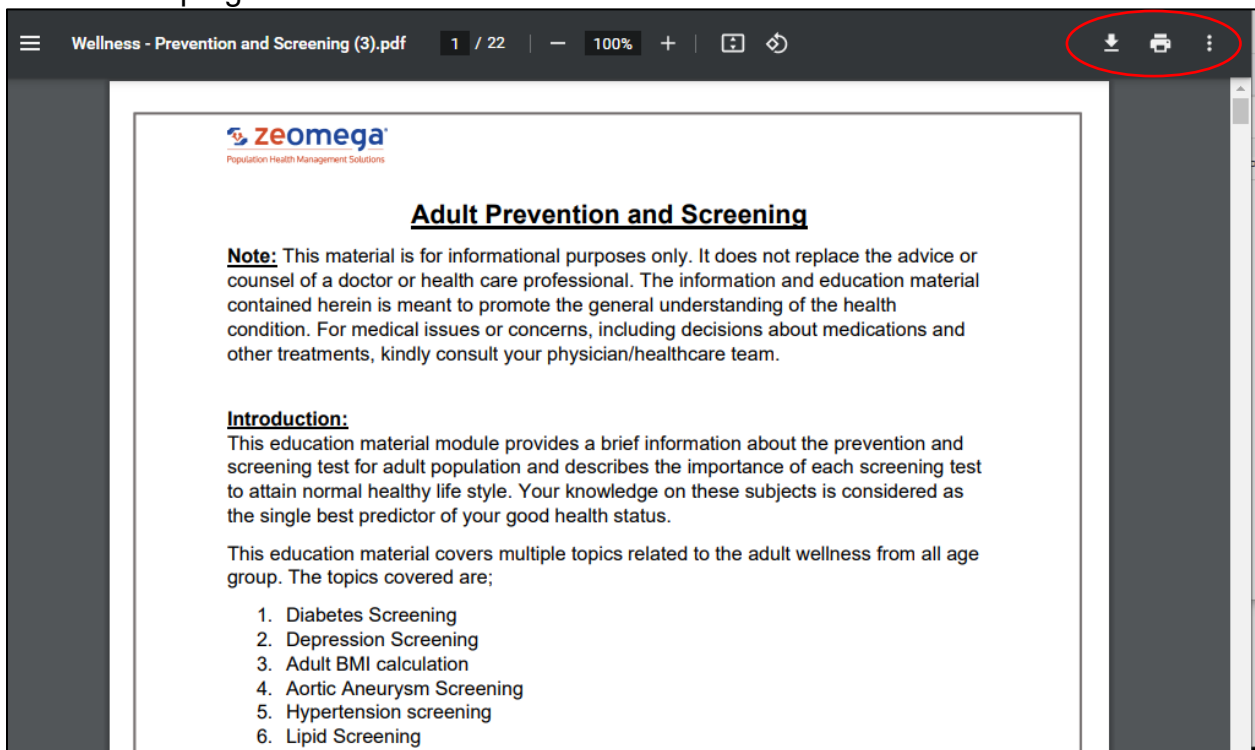


To download and view patient education:

1. Click on the document title.
2. A new window will open with the downloaded document. Click the download to open or save a PDF of the material to your computer.

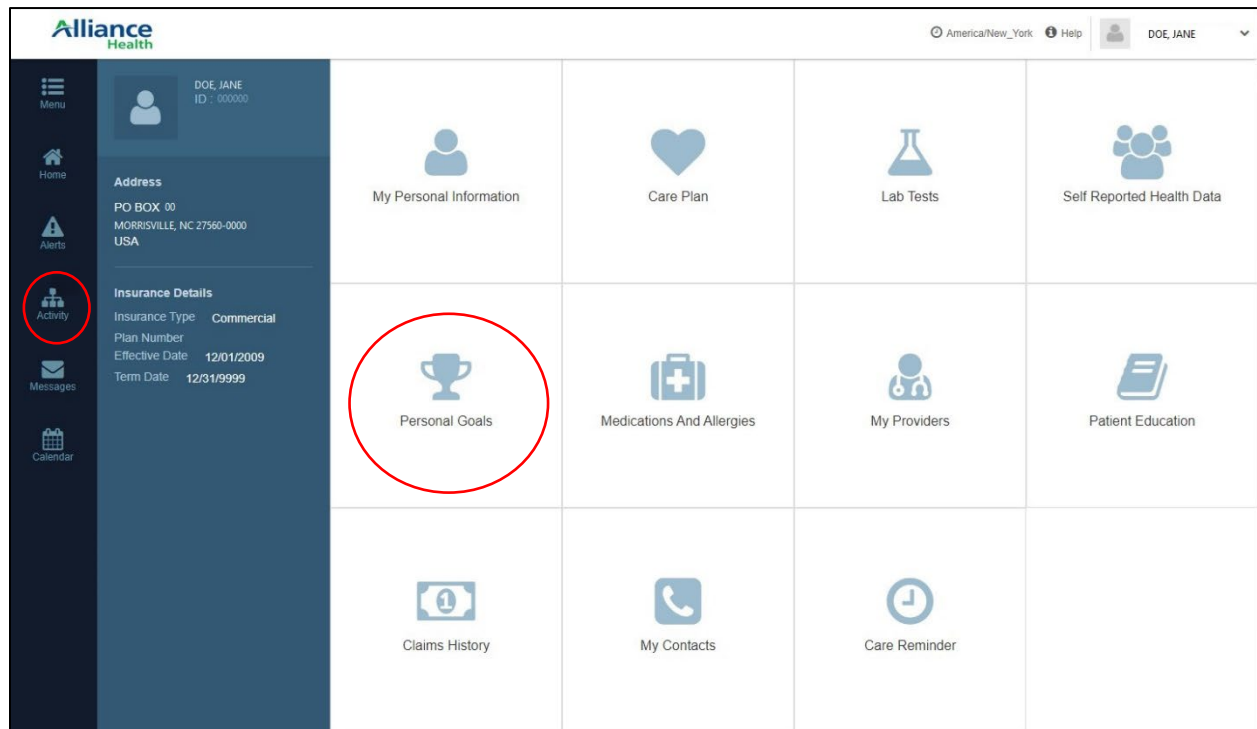
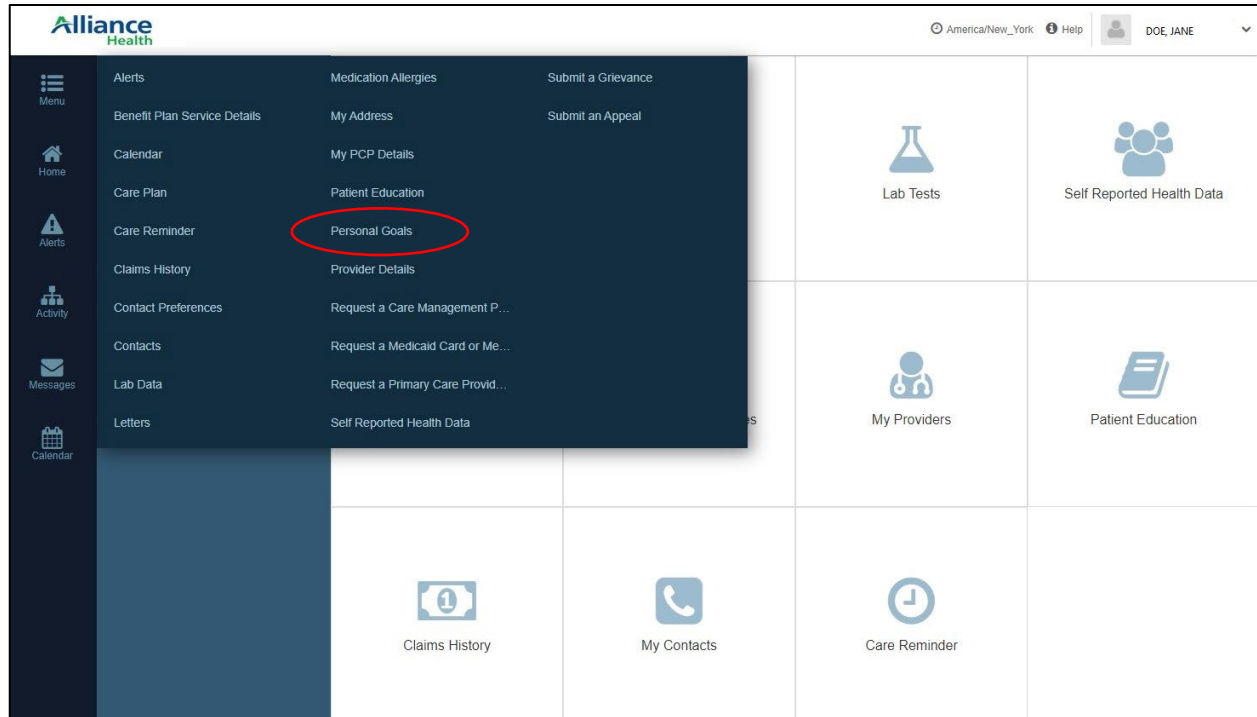


3. To save the material to your computer or print the material, click the options on the top right of the screen.



Personal Goals and Activities

On the **Personal Goals** page, you can add your personal goals or activities you create with your Care Manager. To access this page, select **Personal Goals** from the Menu, click the **Personal Goals** quick link from the home screen, or select the **Activity** link from the left pane of the home screen.



This page will list the personal goals and activities you developed with your Care Manager. You will see the number of open activities on the **Activity** icon in the left pane.

The screenshot shows the Alliance Health interface. The top right corner displays 'America/New_York', 'Help', and the user 'DOE, JANE'. The left sidebar contains icons for Menu, Home, Alerts, Activity (circled in red with a '1' badge), Messages, and Calendar. The main area is titled 'Activity List' and includes a '+ Add Activity' button. Below this are tabs for 'Open Activities' and 'Closed Activities'. A table lists activities with columns: Activity, Scheduled Date, Notes, Add User, Assigned to, Activity Added, Frequency, and Priority. One activity is listed: 'Call Follow-up' on 11/03/2022, with notes 'Make appointment with PCP', assigned to 'Smith, John' and 'DOE, JANE', with a frequency of 'Only Once'. The page is 'Page 1 of 1'.

To add a personal goal to your activity list

1. Click **+Add Activity**.

This screenshot is identical to the previous one, but the '+ Add Activity' button in the top right of the main content area is circled in red.

2. Enter the following information:

- **Activities:** type “Call Follow-up”
- **Activity Date:** select a date by clicking on the calendar icon
- **Time:** enter a time for your activity, you must first uncheck the Task To Do box
- **Activity Status:** select the arrow for the drop-down menu to set the activity as Open or Closed
- **Activity Priority:** select the arrow for the drop-down menu to set the activity

as Critical, High, Medium, Low, or Unknown priority

- **Notes:** select the Note Type from the drop-down, you can enter the Note Encounter Date and Time, and add your note to the Note Text box

3. When you have entered the details for your activity, click the **Save** button.

Activity Details

Created Date 10/19/2022

Activities *

Activity Status Open

Activity Date * 10/19/2022

Time * 15 06

Task to do

Activity Priority --Select One--

Notes

Note Type --Select One--

Note Encounter Date 10/19/2022

Note Encounter Time 15 06

Note Text

File Edit View Format Tools

B I U

Save Cancel

To close or modify (edit) an activity, click on the gear wheel icon next to the activity and click **Modify Activity** or **Close Activity**.

Activity List

	Scheduled Date	Notes	Add User	Assigned to	Activity Added	Frequency	Priority
Call Follow-up	11/03/2022		Smith, John	DOE, JANE	11/03/2022	Only Once	
Call Follow-up	11/18/2022	Get flu vaccine	DOE, JANE	DOE, JANE	11/18/2022	Only Once	Medium

Page 1 of 1

If you select Modify Activity, you will be able to edit the text in the boxes. You can add a note to the activity by clicking on the plus (+) symbol on the bottom right of the screen. When you are done with your note, click the **Save** button.

Alliance Health America/New_York Help HOPKINS, TRISTAN

Home > Activity List > Edit Activity

Activity Details

Created Date 11/18/2022

Activities * Call Follow-up

Activity Date * 11/03/2022

Time * 00 00

Activity Status Open

Task to do

Activity Priority --Select One--

Note Details

Username: Smith, John

Title: Testing for meeting 11/3/2022

Note Type: Basic Notes

Source: Activity Note

Note Encounter Date: 11/03/2022 09:53:00

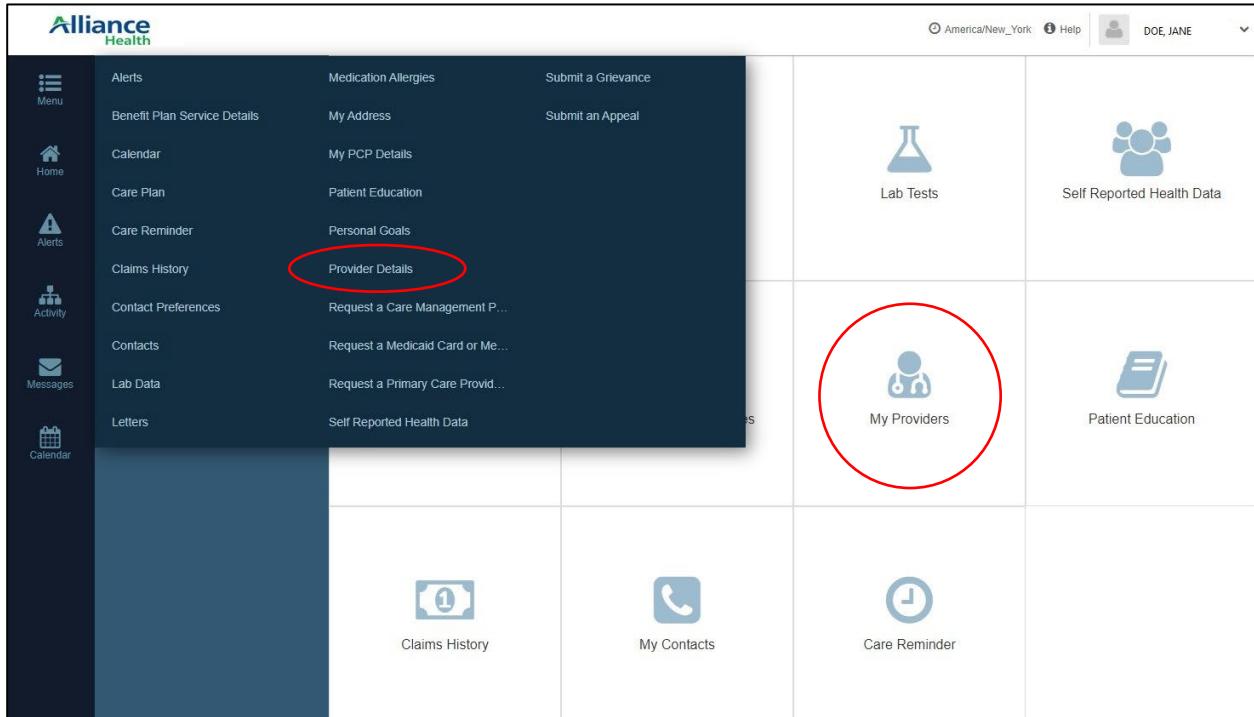
[View History 11/03/2022 09:54:03](#) +


Save Cancel




Provider Details / My Providers

You can see the list of your providers on the **My Providers** page. You can access the list from the **Provider Details** link in the Menu or by selecting the **My Providers** quick link from the home screen.

You cannot edit the information on the My Providers page.

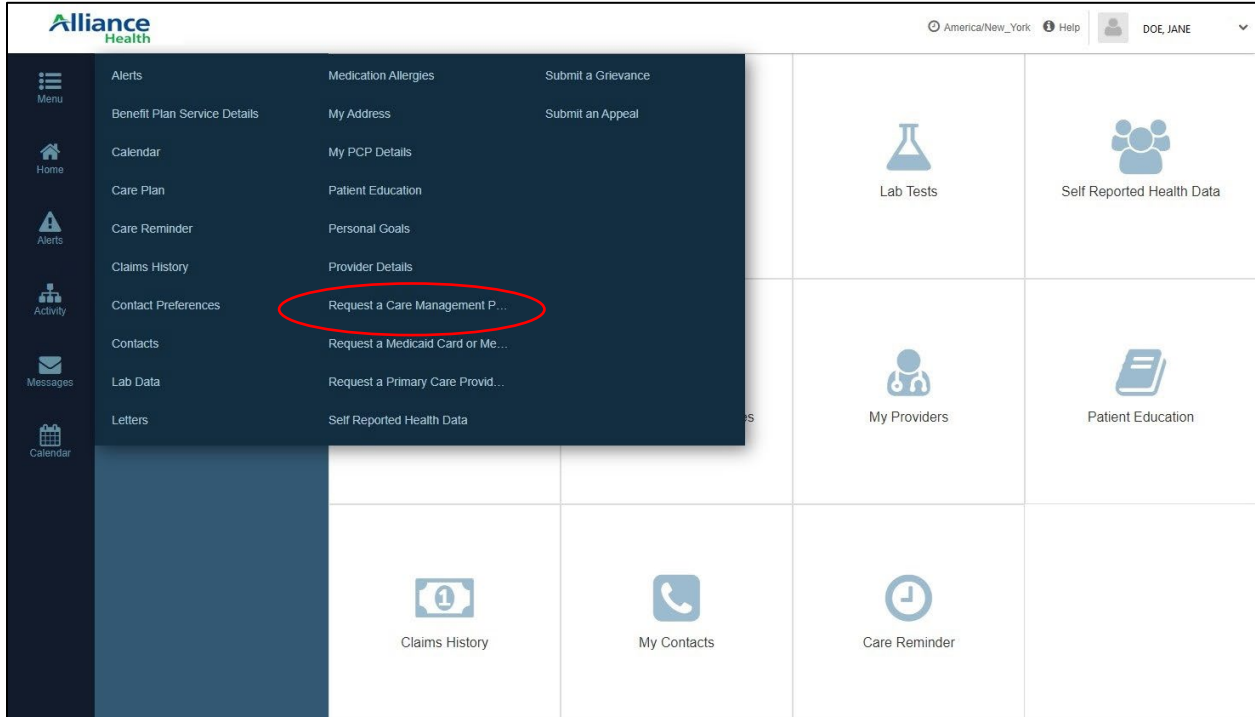


Click the location icon  to view a map route to the provider's address.

Provider Details						
EpisodeType	Provider Name	Provider Type	Address	Provider Specialty	Network	Map Info
CM	Test PProvider,Test PProvider	Physician	Morrisos1 Morrisos2 Morrisos, FL USA Phone: 5455776767 Fax: 4546557677	Cardiology	In Network	
IP	Tree Child Care,Child Care	Optician	dd1 dd2 Bng, AZ - 41005 USA Phone: (112) 233-4455 Fax: 9988774455	General Surgery,Preventive Medicine	In Network	
CM	Tree Child Care,Child Care	Optician	dd1 dd2 Bng, AZ - 41005 USA Phone: (112) 233-4455 Fax: 9988774455	General Surgery,Preventive Medicine	In Network	

Request a Care Management Provider Change

You can request to change your Tailored Care Management Provider or opt-out of care management by clicking on the **Request a Care Management Provider Change** link in the Menu:



The link will open a new window. The boxes marked with a star must be filled in. If you consent (agree) to be contacted by email, you must enter an email address.

The screenshot displays the 'Care Management Provider Change or Opt-out Request' form. The left sidebar contains navigation links, with 'Care Management Provider Change or Opt-out Request' selected. The form fields include: Last Name (Doe), First Name (Jane), Middle Name, Person Completing Form (*), Contact Name (*), Contact Phone (*), Consent to contact by email regarding this request? (*), Email Address, and a section to select one option: Change Care Management Provider or Opt-out of Care Management.

To request a change of your care management provider:

1. Click the Change Care Management Provider button and more boxes will be shown.
2. Your current provider's name will appear, along with a box where you can enter the name of the care management provider you would like to use. If you do not know which provider you would like to use, you can leave the box empty.
3. When you have completed the form, click the **Submit** button.

The screenshot shows a web form titled "Care Management Provider Change or Opt-out Request" within the ACS system. The user is logged in as "jdoe01". The form contains the following sections:

- Personal Information:** Last Name (Doe), First Name (Jane), Middle Name (empty).
- Contact Information:** Person Completing Form (John), Contact Name (John Doe), Contact Phone (000-000-0000).
- Consent:** "Consent to contact by email regarding this request?" with radio buttons for Yes (selected) and No.
- Email Address:** jdoe@emailaddress.com.
- Selection:** "Please select one option below" with radio buttons for "Change Care Management Provider" (selected) and "Opt-out of Care Management".
- Current Provider:** A text box containing "Alliance MCO".
- Preferred Provider:** A text box for entering a new preferred provider.
- Footer:** "Alliance Health" logo.

At the bottom of the form, there are two buttons: "Cancel" and "Submit". The "Submit" button is highlighted with a red circle.

To opt out of tailored care management:

1. Click the **Opt-out of Care Management** button.
2. Select a reason for opting out from the drop-down list.

ACS | Care Management Provider Change or Opt-out Request | Alliance - TP | Log out

Request a Primary Care Provider (PCP) Change

Care Management Provider Change or Opt-out Request

Request a Medicaid Card or Member Handbook

Submit a Grievance

Submit an Appeal

Care Management Provider Change or Opt-out Request

Last Name: Doe | First Name: Jane | Middle Name: [Empty]

Person Completing Form: John | Contact Name: John Doe | Contact Phone: 000-000-0000

Consent to contact by email regarding this request? Yes No | Email Address: jdoe@memberemail.com

Please select one option below *

Change Care Management Provider | Opt-out of Care Management

Please Select Reason for Opting Out (choose one):

[Dropdown Menu]

I am worried about my or my child's health information being shared at any time by contacting Alliance Health

I choose to coordinate care

I do not understand the risks and benefits of opting out and would like to be contacted by an Alliance Care Team member

Other

Alliance Health

3. Click the **Submit** button.

ACS

jrdoe01

Request a Primary Care Provider (PCP) Change

Care Management Provider Change or Opt-out Request

Request a Medicaid Card or Member Handbook

Submit a Grievance

Submit an Appeal

Care Management Provider Change or Opt-out Request

Alliance - TP Log out

Care Management Provider Change or Opt-out Request

Last Name First Name Middle Name

Doe Jane

Person Completing Form * Contact Name * Contact Phone *

John John Doe 000-000-0000

Consent to contact by email regarding this request? *

Yes No

Email Address

Please select one option below *

Change Care Management Provider Opt-out of Care Management

Please Select Reason for Opting Out (choose one):

I do not understand the risks and benefits of opting out and would like to b...

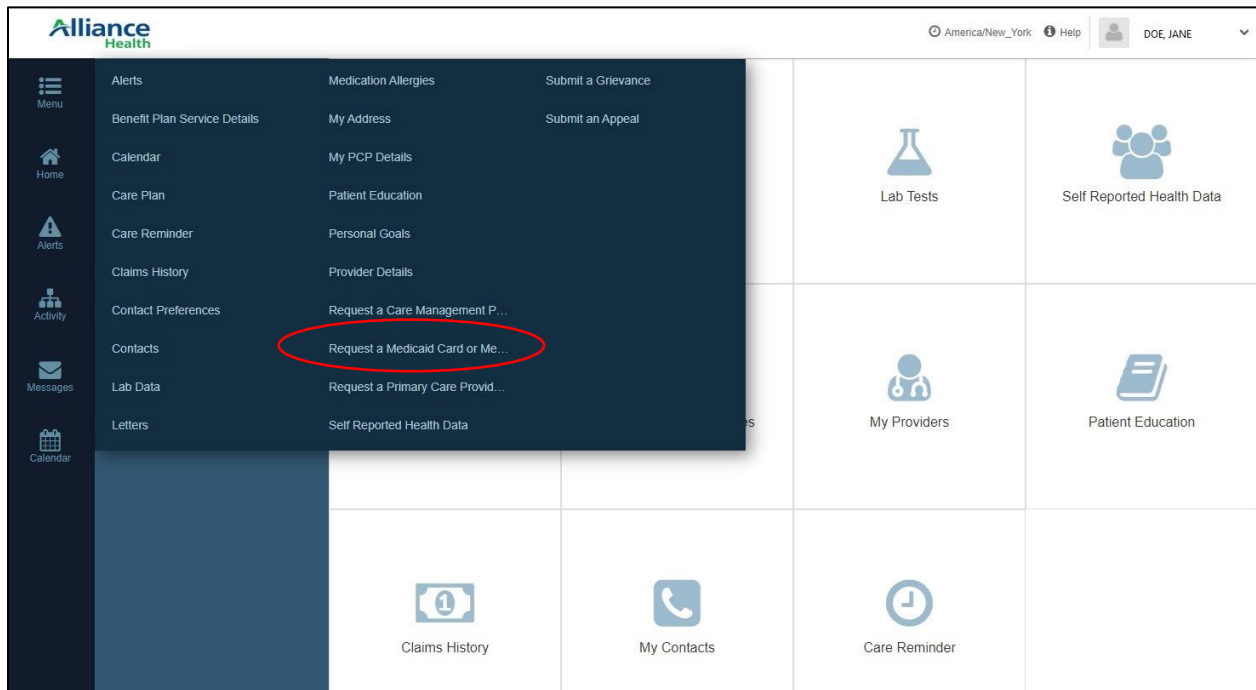
If you chose to "Opt-out" of Tailored Plan Care Management, you may "opt back in" at any time by contacting Alliance Health at 800-510-9132 or by contacting your assigned Care Manager.

Cancel Submit

Alliance Health

Requesting a Medicaid Card or Member Handbook

You can request a Medicaid card or an Alliance Member Handbook from the **Request a Medicaid Card or Member Handbook** screen from the Menu.



Select your Member Insurance Plan and the Request Type from the drop-down menus.

The screenshot shows the 'Request a Medicaid Card or Member Handbook' form. The form has a header with 'ACS' and 'jxdoe01' on the left, and 'Alliance - TP' and 'Log out' on the right. The form fields include 'Last Name' (Doe) and 'First Name' (Jane). Below these are two dropdown menus: 'Member Insurance Plan' (set to Medicaid) and 'Request Type'. Both dropdown menus are circled in red. At the bottom right are 'Cancel' and 'Submit' buttons. Below the form is a 'Member Request History' table with 5 columns: Request ID, Request Type, Request Origin, Status, and Request Date. The table contains 5 rows of data. At the bottom of the table is a pagination control showing 'Page 1 of 1' and '10 items per page'.

Request ID	Request Type	Request Origin	Status	Request Date
334	Member ID Card	Member Portal	New	10/14/2022
333	Member Handbook	Member Portal	New	10/14/2022
332	Member ID Card	Member Portal	New	10/05/2022
331	Member Handbook	Member Portal	New	10/05/2022

When you have entered these choices, click the **Submit** button.

ACS

jdoe01

Request a Primary Care Provider (PCP) Change

Care Management Provider Change or Opt-out Request

Request a Medicaid Card or Member Handbook

Submit a Grievance

Submit an Appeal

Request a Medicaid Card or Member Handbook

Alliance - TP Log out

Last Name: Doe

First Name: Jane

Member Insurance Plan: Medicaid

Request Type: Member Handbook, Member ID Card

Cancel Submit

Member Request History

Request ID	Request Type	Request Origin	Status	Request Date
▶ 334	Member ID Card	Member Portal	New	10/14/2022
▶ 333	Member Handbook	Member Portal	New	10/14/2022
▶ 332	Member ID Card	Member Portal	New	10/05/2022
▶ 331	Member Handbook	Member Portal	New	10/05/2022

Page 1 of 1 Go 10 items per page 1 - 5 of 5 items

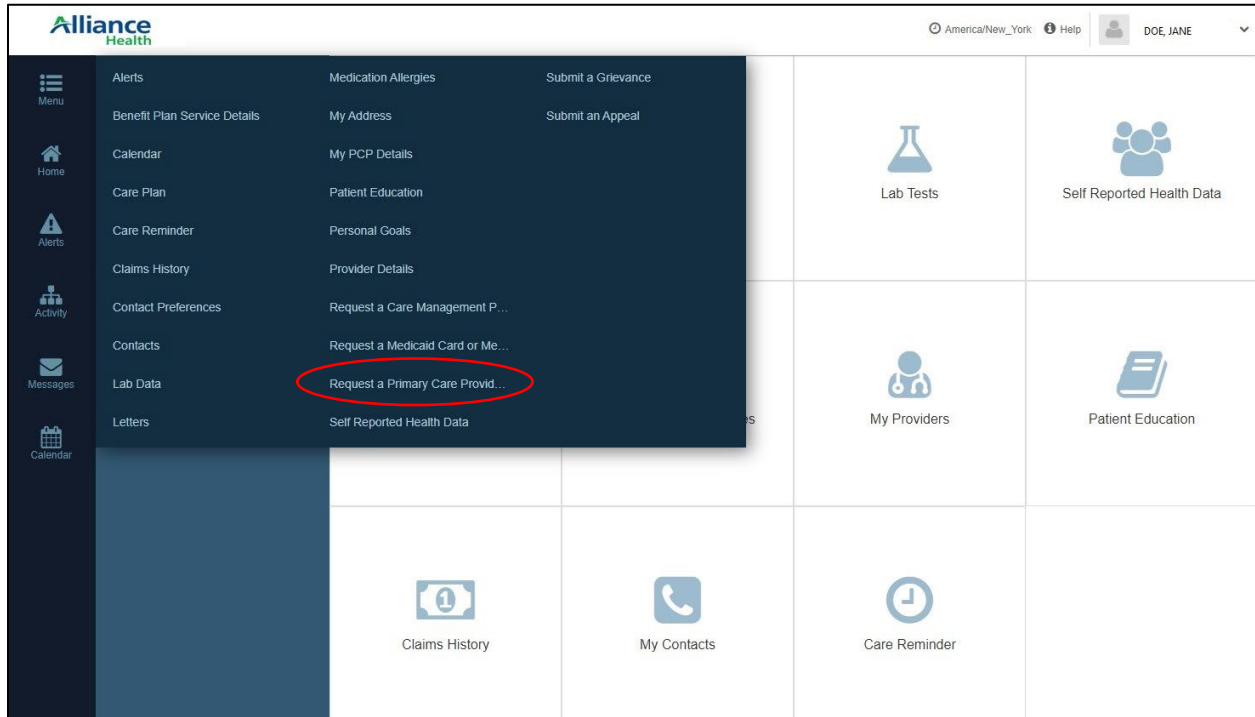
Alliance Health

Requesting a Primary Care Provider Change

You can request a change to your primary care provider (PCP) through the Member Portal.

To request a change to your primary care provider:

1. Select **Request a Primary Care Provider Change** from the Menu.



2. A new window will open. Fill out any box marked with a star. If you consent (agree) to be contacted by email, you must enter an email address.
3. Your current PCP's name will appear, along with a box where you can enter the name of the provider you would like to use. If you do not know which PCP you would like to use, you can leave the box empty, and a PCP will be chosen for you.
4. When you have completed the form, click the **Submit** button.

ACS

jdoe01

Request a Primary Care Provider (PCP) Change

Care Management Provider Change or Opt-out Request

Request a Medicaid Card or Member Handbook

Submit a Grievance

Submit an Appeal

Request a Primary Care Provider (PCP) Change

Alliance - TP Log out

Request a Primary Care Provider (PCP) Change

Last Name	First Name	Middle Name	Preferred Contact Phone *
Doe	Jane		

Consent to contact by email regarding this request? *

Yes No

Email Address

Current PCP

ROCKY MOUNT REHABILITATION CENTER

Enter your preferred PCP below or leave blank if you would like one selected for you

For assistance please contact 800-510-9132

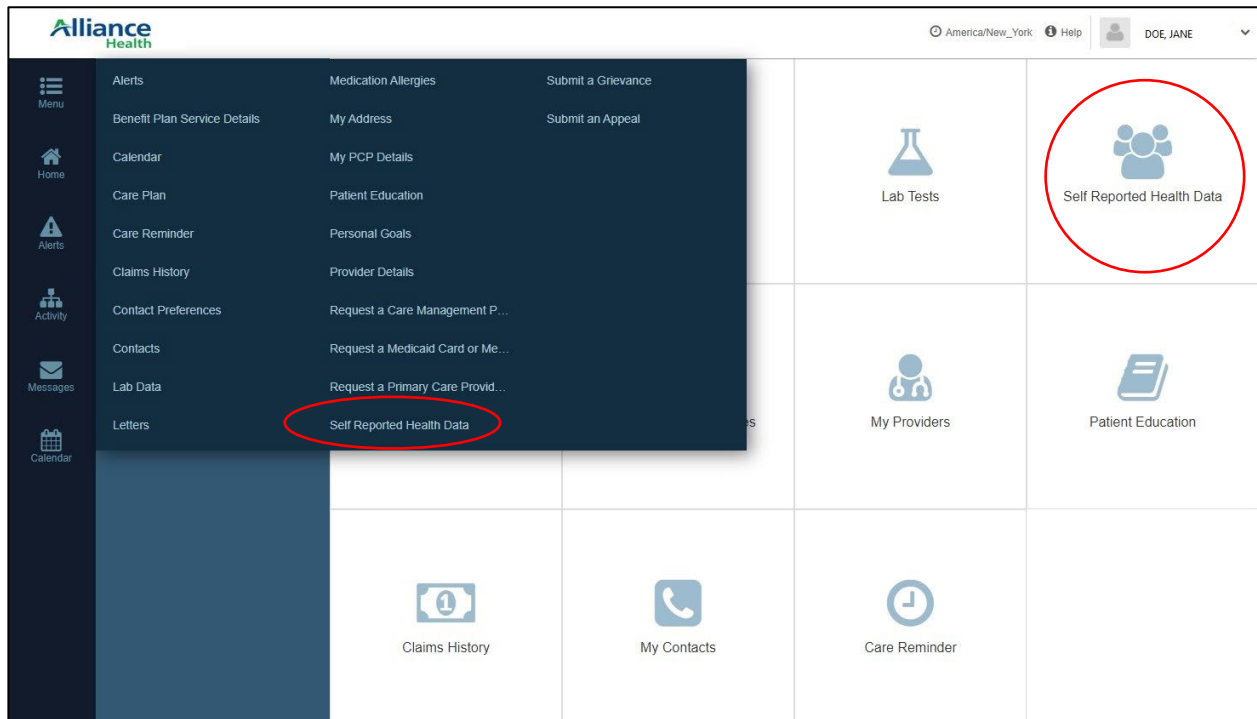
- If unable to contact you, Alliance will assign a new PCP to meet your needs
- Members are allowed to change their PCP twice per year without reason

Cancel **Submit**

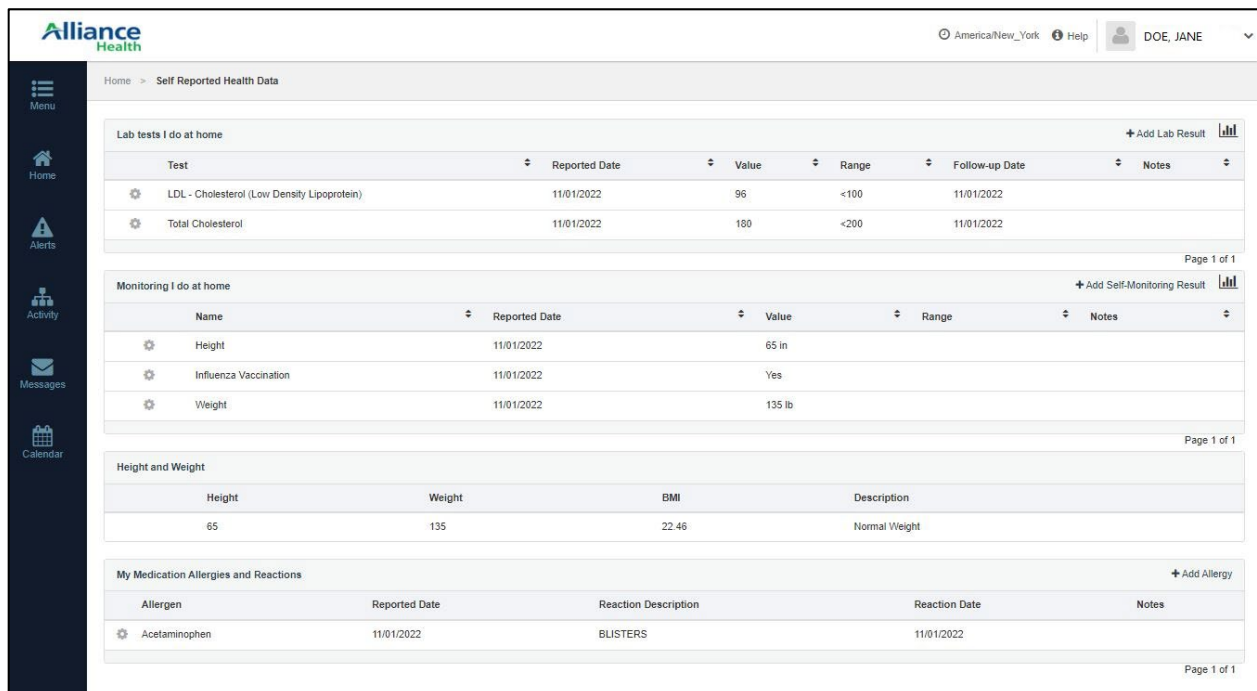
Alliance Health

Self Reported Health Data

On the **Self Reported Health Data** page, you can view and add lab tests, medical information, and medication allergies. To get to this page, select **Self Reported Health Data** from the Menu, or click the **Self Reported Health Data** quick link on the home page.



Any health information you have added will be listed.



Monitoring I do at home

To add information about any tests or health checks you do at home:

1. Click the **+Add Self-Monitoring Result** button.

The screenshot shows the 'Self Reported Health Data' page in the Alliance Health system. The page is divided into several sections:

- Lab tests I do at home:** A table with columns: Test, Reported Date, Value, Range, Follow-up Date, Notes. It contains two rows: LDL - Cholesterol (Low Density Lipoprotein) and Total Cholesterol.
- Monitoring I do at home:** A table with columns: Name, Reported Date, Value, Range, Notes. It contains three rows: Height, Influenza Vaccination, and Weight. A red circle highlights the '+ Add Self-Monitoring Result' button in the top right corner of this section.
- Height and Weight:** A summary table with columns: Height, Weight, BMI, Description. It shows a height of 65 inches, weight of 135 lbs, and a BMI of 22.46, categorized as 'Normal Weight'.
- My Medication Allergies and Reactions:** A table with columns: Allergen, Reported Date, Reaction Description, Reaction Date, Notes. It shows an allergy to Acetaminophen with a reaction description of 'BLISTERS'.

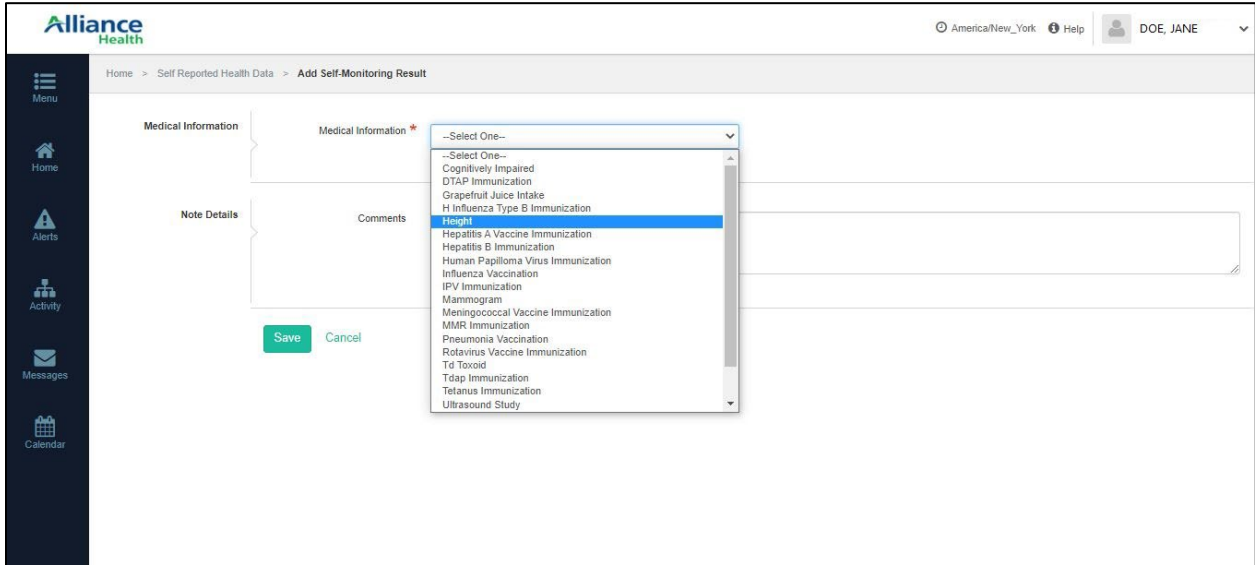
2. Select the type of information you want to add from the drop-down menu.

The screenshot shows the 'Add Self-Monitoring Result' form in the Alliance Health system. The form is titled 'Medical Information *' and has a 'Note Details' section. A drop-down menu is open, showing a list of medical conditions and tests. The selected option is 'Tdap Immunization'. The list includes:

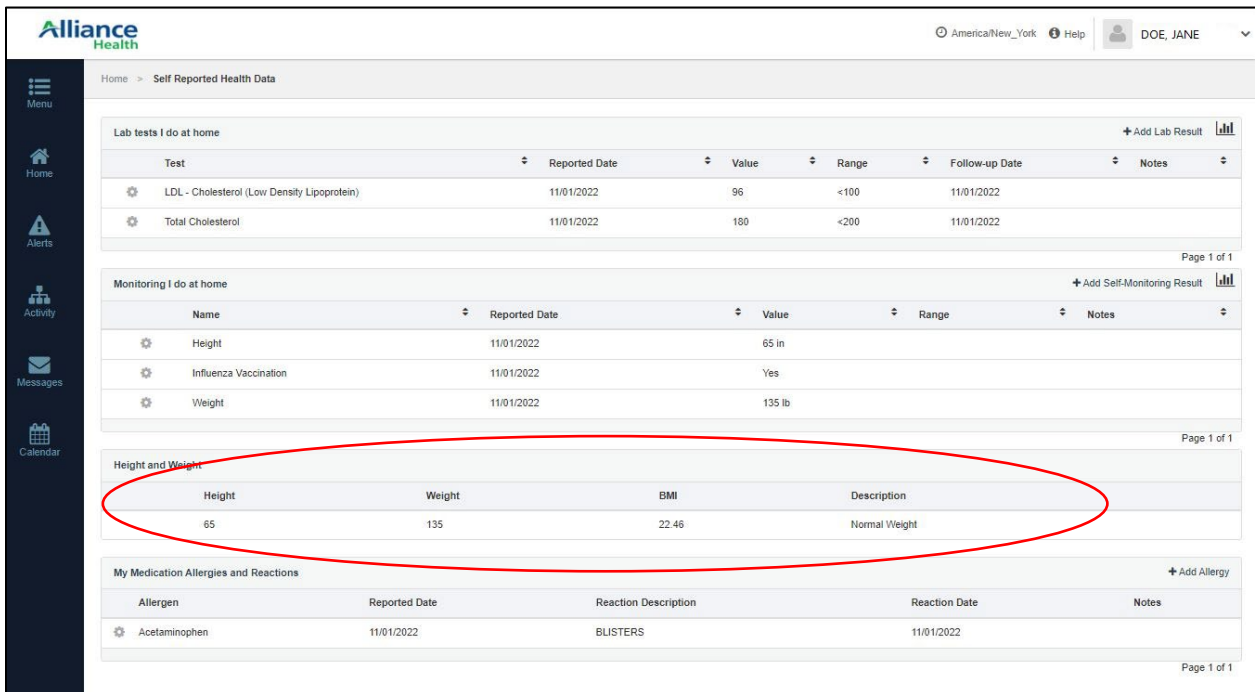
- Select One--
- Cognitively Impaired
- DTAP Immunization
- Grapefruit Juice Intake
- H Influenza Type B Immunization
- Height
- Hepatitis A Vaccine Immunization
- Hepatitis B Immunization
- Human Papilloma Virus Immunization
- Influenza Vaccination
- IPV Immunization
- Mammogram
- Meningococcal Vaccine Immunization
- MMR Immunization
- Pneumonia Vaccination
- Rotavirus Vaccine Immunization
- Td Toxoid
- Tdap Immunization**
- Tetanus Immunization
- Ultrasound Study

3. Enter any values needed for the type of information you select.
4. Add any comments you want to add.
5. Click the **Save** button.

You can also add your height and weight into the self-monitoring options.



If you add your height and weight, your height, weight, and body mass index (BMI) will be listed in the Self Reported Health Data page.

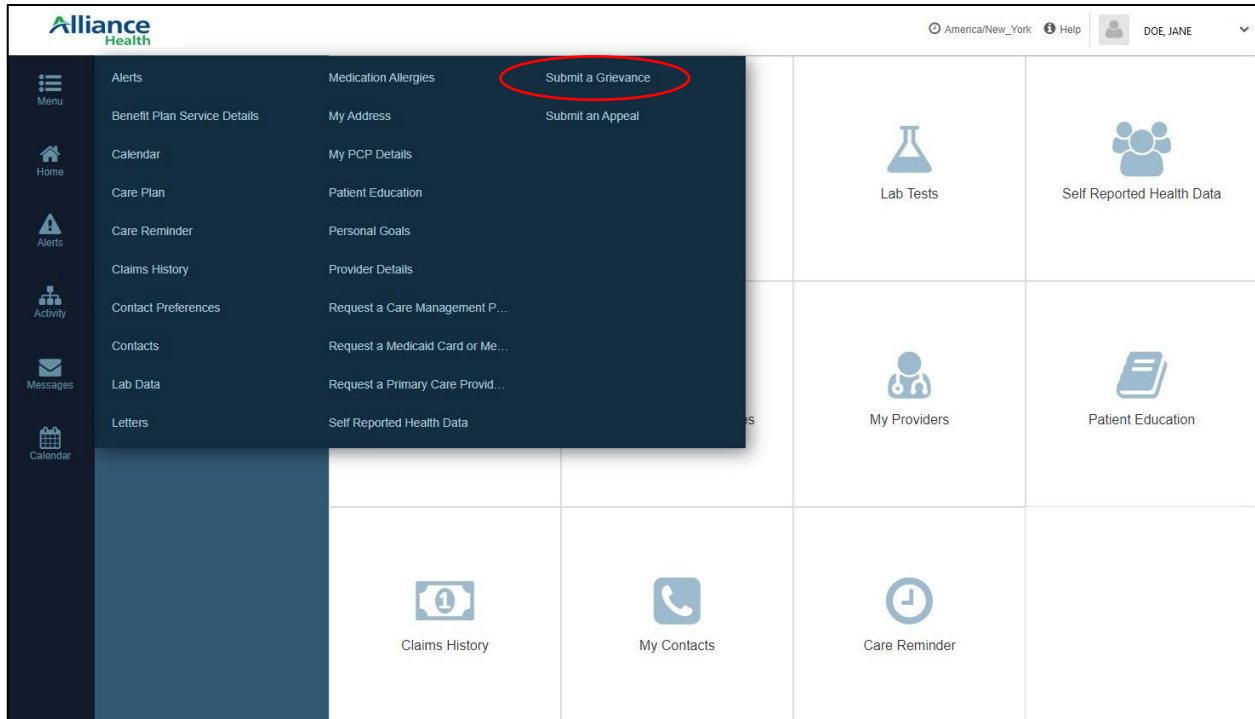


Submit a Grievance

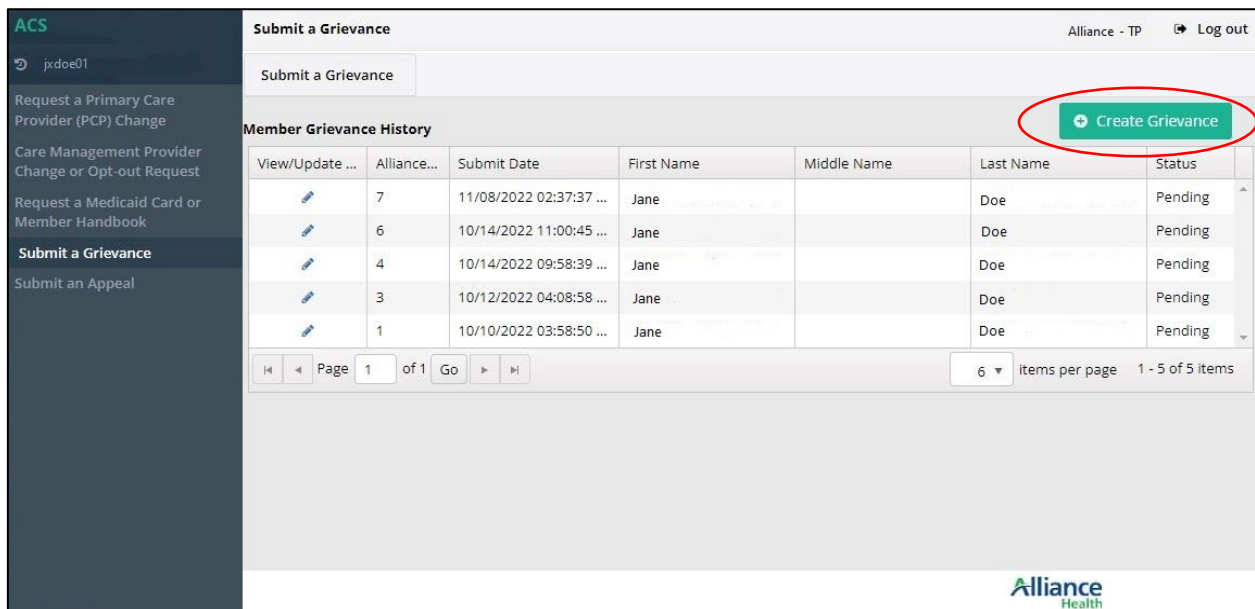
You can submit a grievance (complaint) or view past grievances through the Member Portal.

To submit a grievance:

1. Select **Submit a Grievance** from the Menu.



2. Click **+Create Grievance**.



3. Enter details about the grievance. The fields marked with a star are required.
4. If needed, add a document to support your grievance by selecting the **Upload File** button:

ACS

Submit a Grievance

Alliance - TP Log out

Create Grievance

Last Name: Doe First Name: Jane

Middle Name:

Person Completing Form * Jane Contact Name * Jane Doe Contact Phone * 000-000-0000

Email Address * jdoe@memberemail.com

For assistance please contact 800-510-9132

Concern * Unhappy with provider's services

Documents

Upload File

Document ID	Document Name	Doc Extension	Remove
No items to display			

Page 0 of 0 Go 10 items per page

Submit Cancel

Alliance Health

5. If you choose to upload a document, a new window will open. Select the file from your computer that you would like to include.
6. When you have completed entering the information and uploading any documents you would like to include, click the **Submit** button.

The screenshot displays the 'Submit a Grievance' web application interface. A 'Grievance Detail' form is open, featuring input fields for 'Last Name' and 'First Name'. A text area for 'Concern' contains the text 'Not Happy With provider'. Below this is an 'Upload File' button and a table for document uploads. The table has columns for 'Document ID', 'Document Name', 'Doc Extension', and 'Remove'. The table is currently empty, showing 'Page 0 of 0' and 'No items to display'. An 'Open' file dialog box is overlaid on the form, showing the 'Grievance Documents' folder selected. Inside this folder, a file named 'Details of PCP visit' (Microsoft Word Document) is highlighted. The 'File name' field in the dialog also contains 'Details of PCP visit'. The 'Submit' button at the bottom right of the form is circled in red.

After you have submitted a grievance, you can view the grievance by selecting the pencil next to the grievance in the **Member Grievance History** list. **You will not be able to edit a submitted grievance**, but you are able to upload more documents.

Submit a Grievance Alliance - TP [Log out](#)

[Submit a Grievance](#) [Create Grievance](#)

Member Grievance History

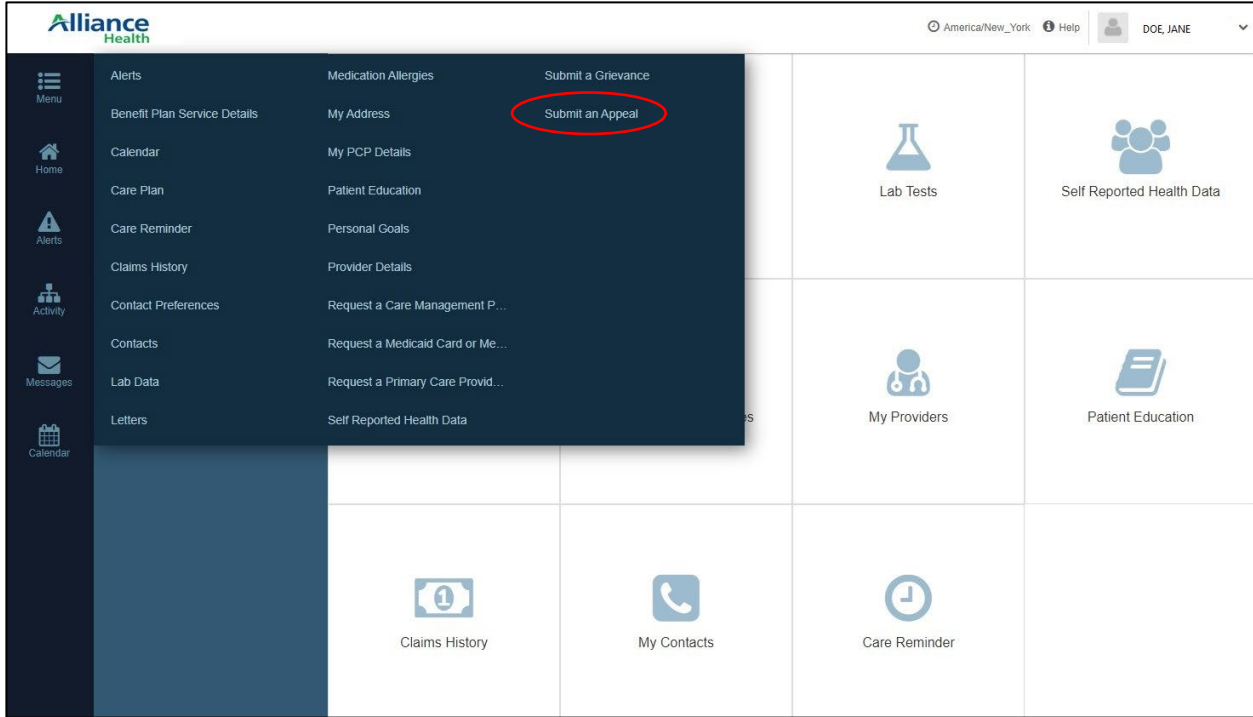
View/Update ...	Alliance...	Submit Date	First Name	Middle Name	Last Name	Status
	7	11/08/2022 02:37:37 ...	Jane		Doe	Pending
	6	10/14/2022 11:00:45 ...	Jane		Doe	Pending
	4	10/14/2022 09:58:39 ...	Jane		Doe	Pending
	3	10/12/2022 04:08:58 ...	Jane		Doe	Pending
	1	10/10/2022 03:58:50 ...	Jane		Doe	Pending

Page 1 of 1 [Go](#) 6 Items per page 1 - 5 of 5 items

Alliance Health

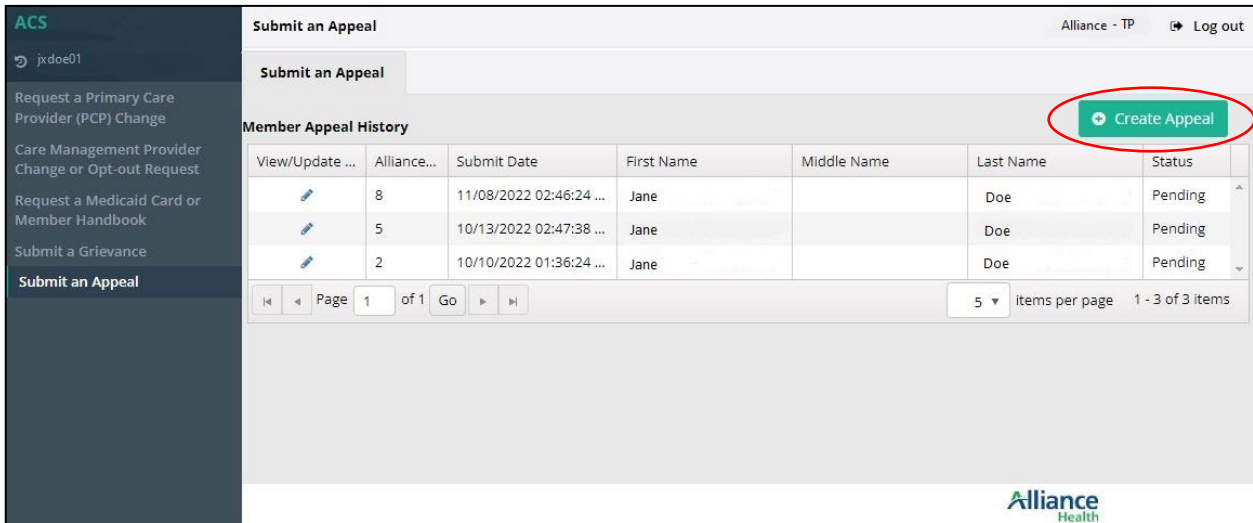
Submit an Appeal

If you would like a decision about your benefits to be reconsidered, you can submit an appeal by clicking the **Submit an Appeal** link in the Menu. A new window will open with a list of any appeals you have filed.



To submit an appeal:

1. Click the **+Create Appeal** button.



2. Enter the details of your appeal. The fields marked with a star are required.
3. You can submit documents with your appeal by clicking the **Upload File** button.

ACS Submit an Appeal Alliance -TP Log out

Create Appeal

Last Name: Doe First Name: Jane

Middle Name:

Person Completing Form * Jane Contact Name * Jane Doe Contact Phone * 000-000-0000

Email Address * jdoe@memberemail.com

For assistance please contact 919-651-8641

Concern * Would like review of benefit reduction

Documents (Upload a complete copy of the LME/MCO Level Appeal Request received with your Adverse Determination letter) **Upload File**

Document ID	Document Name	Doc Extension	Remove
Page 0 of 0 Go 10 items per page No items to display			

Submit Cancel

Alliance Health

4. A new window will open for you to select the document from your computer.
5. When you are finished with the form, click the **Submit** button.

The screenshot displays the 'Submit an Appeal' interface. At the top, the user is logged in as 'Alliance - TP'. The main window is titled 'Appeal Detail'. An 'Open' file dialog box is open, showing the path 'Documents > Grievance Documents > Appeal'. A file named 'Adverse Determination Letter' (Microsoft Word Document) is selected. Below the dialog, the form contains a 'Concern' field with the text 'Not satisfied with care'. There is an 'Upload File' button and a table for document uploads. The table has columns for Document ID, Document Name, Doc Extension, and Remove. The table is currently empty, showing 'Page 0 of 0' and 'No items to display'. At the bottom right of the form, the 'Submit' button is circled in red.

For assistance please contact 919-651-8641

Concern *

Not satisfied with care

Documents (Upload a complete copy of the LME/MCO Level Appeal Request received with your Adverse Determination letter) [Upload File](#)

Document ID	Document Name	Doc Extension	Remove
Page 0 of 0			
10 items per page			
No items to display			

[Submit](#) [Cancel](#)

Alliance Health

To view the details of your appeal, click the pencil next to the appeal in the Member Appeal History list. **You will not be able to edit the appeal once it has been submitted**, but you can upload more documents if needed.

ACS

Submit an Appeal

pxdoe01

Request a Primary Care Provider (PCP) Change

Care Management Provider Change or Opt-out Request

Request a Medicaid Card or Member Handbook

Submit a Grievance




Submit an Appeal

Submit an Appeal

Alliance - TP Log out

Submit an Appeal

Create Appeal

View/Update ...	Alliance...	Submit Date	First Name	Middle Name	Last Name	Status
	8	11/08/2022 02:46:24 ...	Jane		Doe	Pending
	5	10/13/2022 02:47:38 ...	Jane		Doe	Pending
	2	10/10/2022 01:36:24 ...	Jane		Doe	Pending

Page 1 of 1 Go

5 Items per page 1 - 3 of 3 items

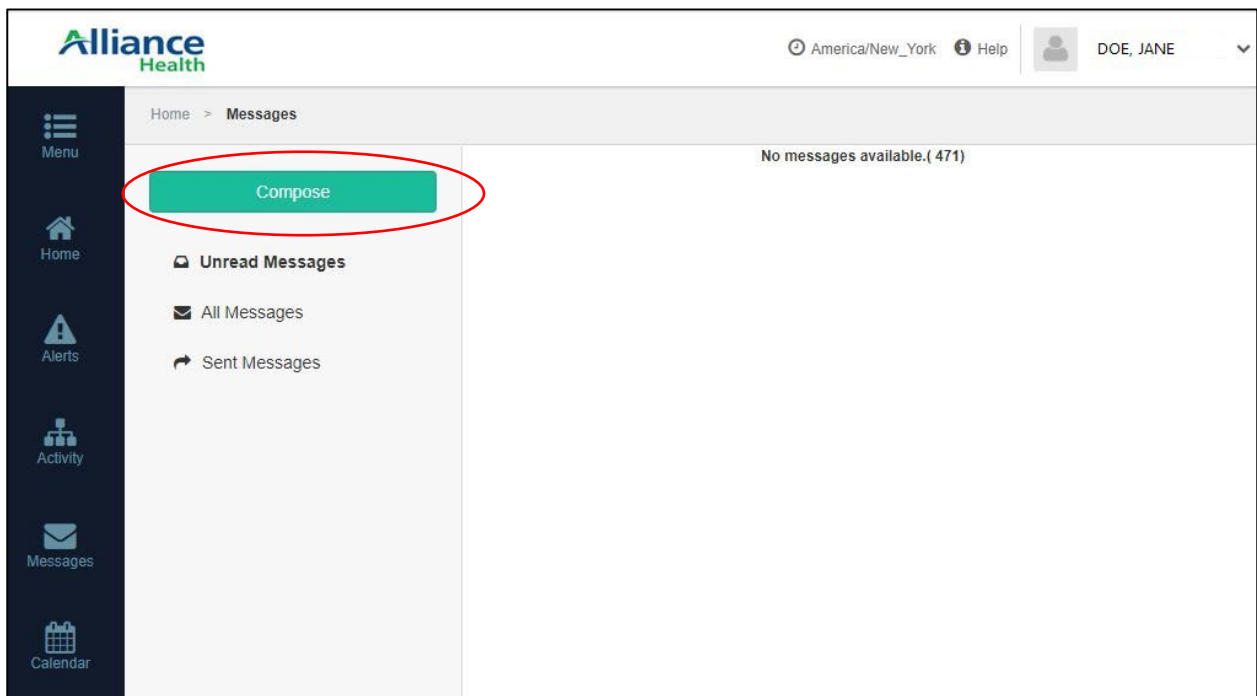
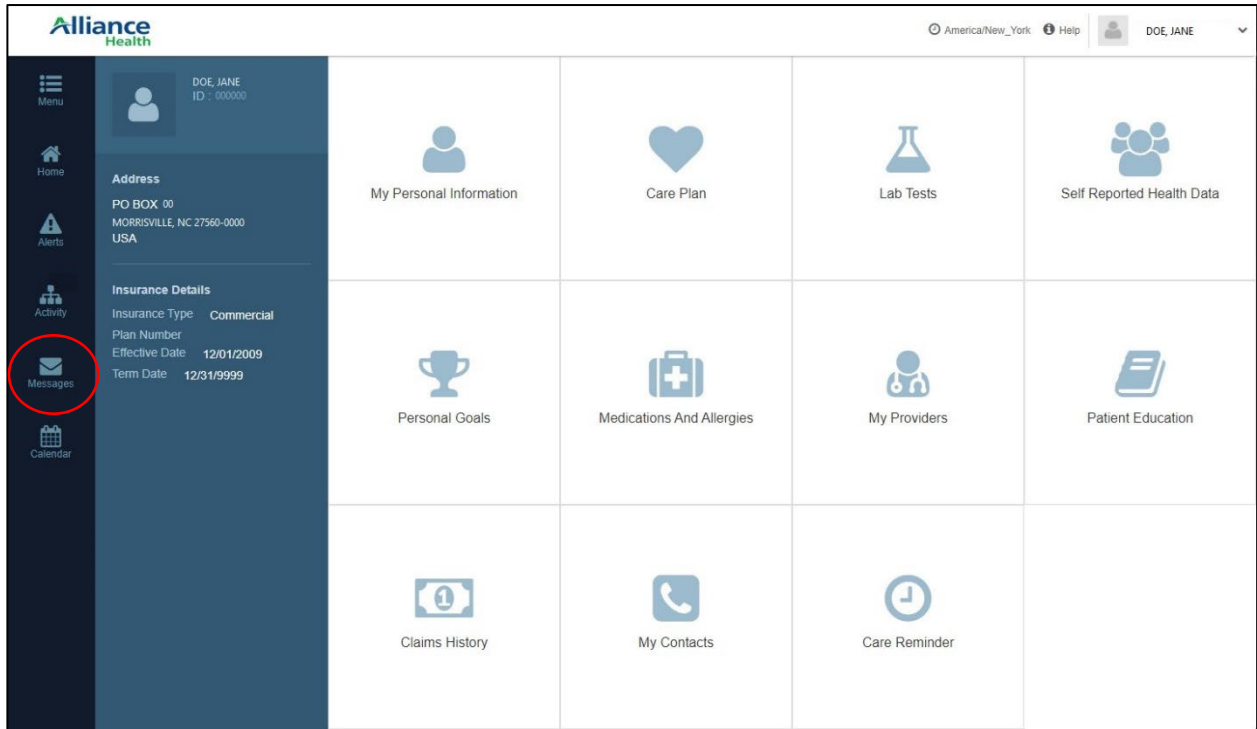
Alliance Health

Messages

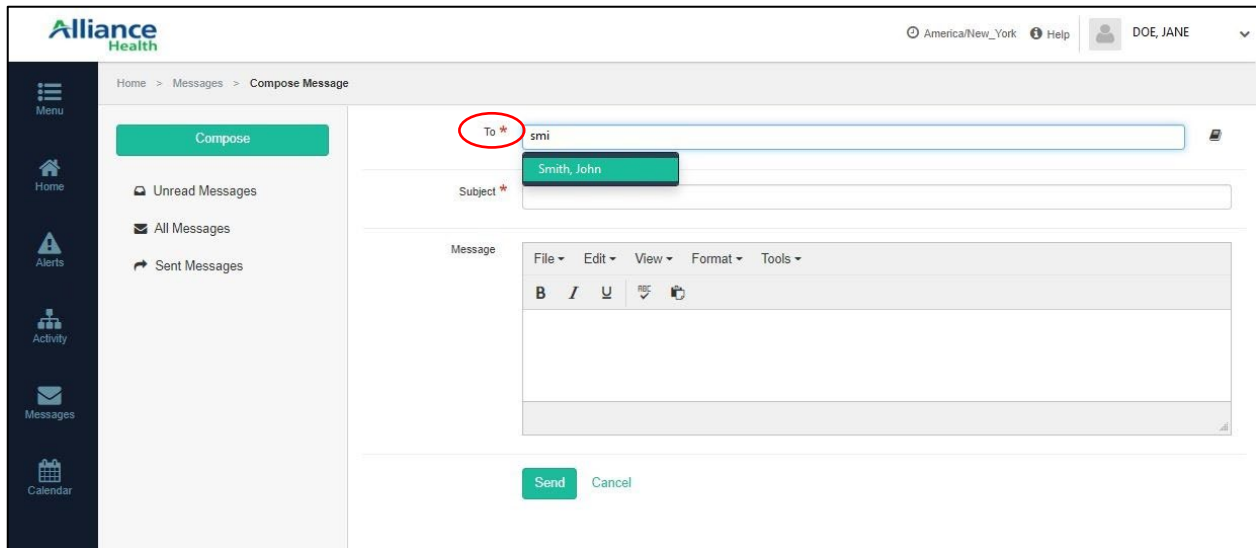
You can send messages to your Care Manager through your Member Portal.

To send a message.

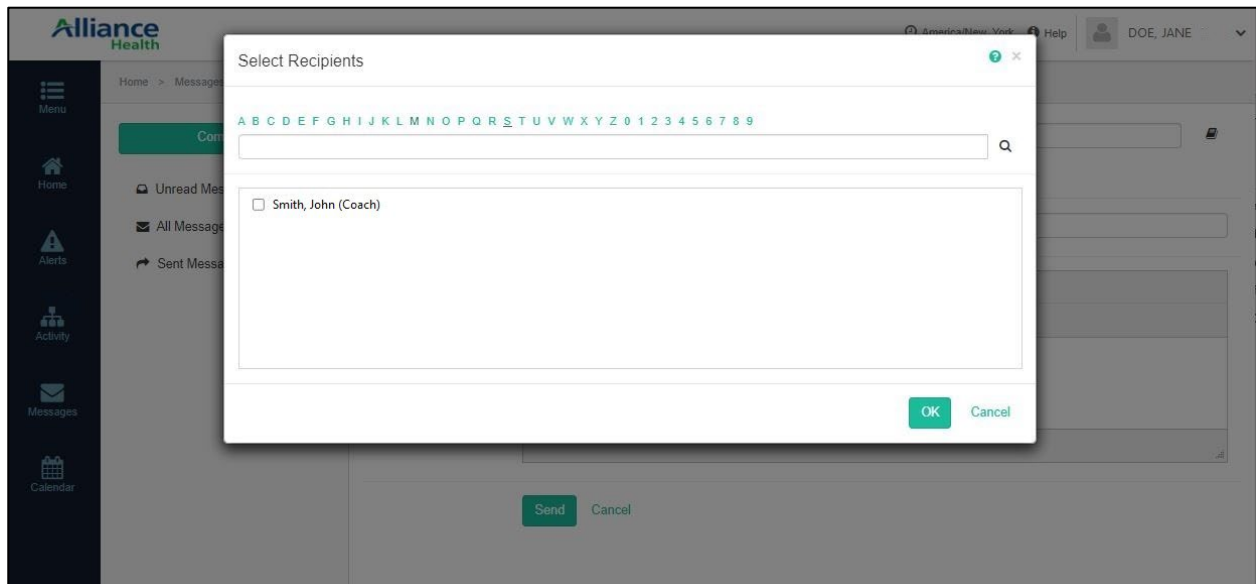
1. Click **Messages** from the left panel of the Member Portal.
2. Click the **Compose** button.



3. Type your Care Manager's name in the **To** line. Their name will pop up once you start typing.



You can also click on the address book icon  and search for your Care Manager by their last name.



1. Add a subject for your message.
2. Type your note in the **Message** box.
3. Click the **Send** button.