

# Provider Portal Basics

This document will give you an understanding of the basic functionality of the system: how to navigate through the database, how to view information and how to input information. The Provider Portal is a way for NC behavioral health providers to submit paper claims, submit SARs, review Auths, enroll consumers for state funds and access to transactional files; to name a few.

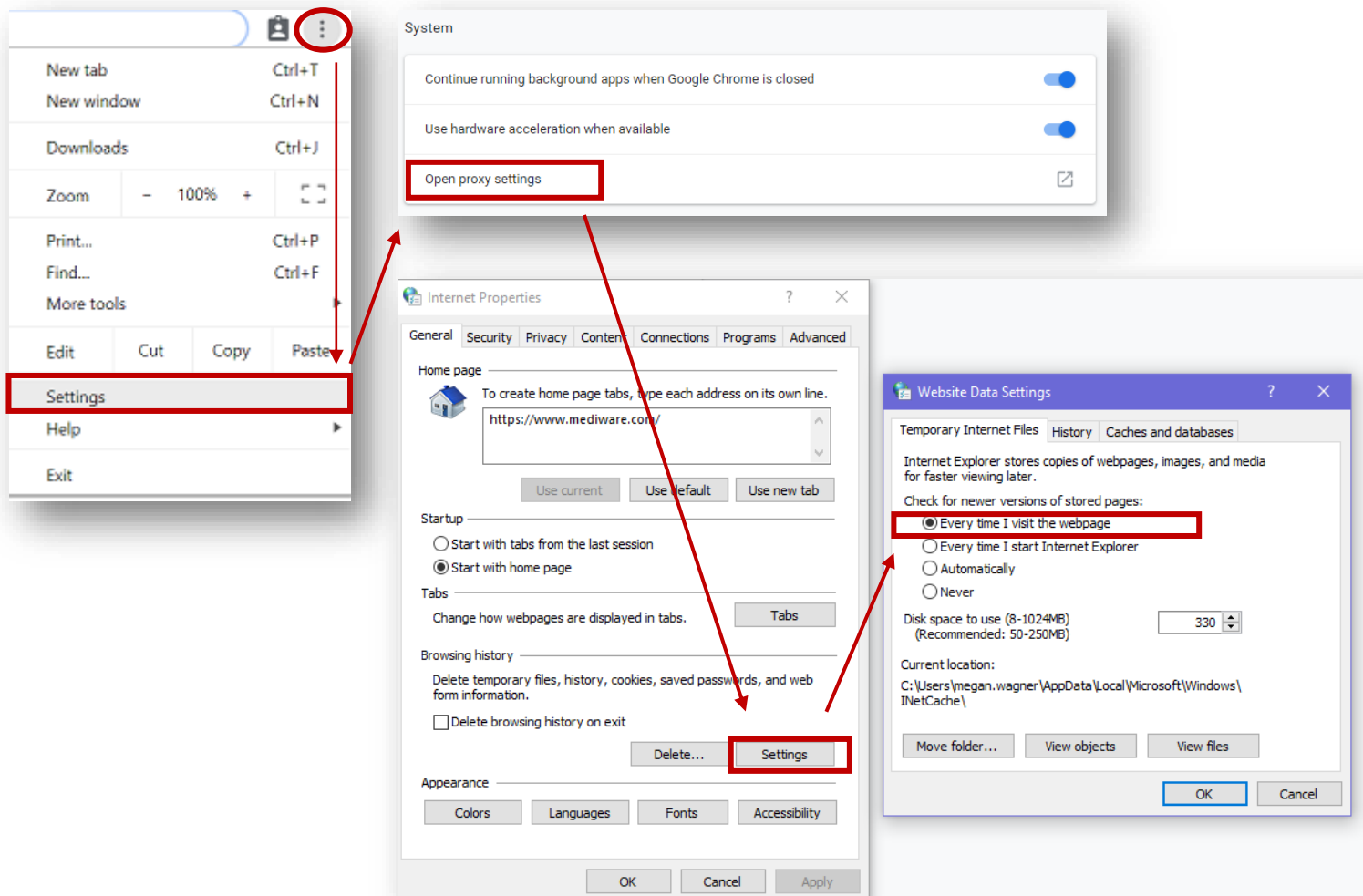
## First Things First....

**Browsers:** You are encouraged to use Chrome (64-bit version).

*Note: Firefox's ESR version may be used as an alternative.*

**Screen Resolution:** The best screen resolution is 1360 x 765. This will allow you to see all the tiles and navigate more easily. You can also zoom in and out using the zoom function in your browser or by holding down the Ctrl button on your keyboard and moving the wheel on your mouse forward (to zoom in) and backwards (to zoom out).

**Internet Settings:** Please follow the below recommend settings for your browser when accessing the AlphaMCS web page. Open **Chrome** Menu > select Settings > Click on Advanced (located at the bottom) > Click on Open Proxy Settings under the System section. This will eventually open the IE settings(**Internet options**).



## Logging In

Once you have completed training and provided an account by your MCO(s), you can utilize the link they provider for you and log in with the email address you had them set you up with:

### AlphaMCS Provider Portal:

<https://login.alphamcs.com/portallogin>



MCS+

Welcome To AlphaMCS Portal version  
2.0!

name@provider.com|

.....

Login

Forgot password?

**NOTE:** Make sure the Log In screen displays the title “Welcome to AlphaMCS Portal version 2.0.” If it says anything other than that, then you are using the incorrect link.

## Home Screen

**MCS+**

- Beretsky, E...
- Home
- Patient Maintenance
- Provider
- Enrollments
- Backup Staffing
- SAR
- Treatment Plan
- Authorization
- RA Reports
- Claims
- Client Update
- Discharge
- Schedule Appointments
- Provider Scheduler
- Referral Search
- Transactional Upload Q
- Download Q
- User Profile
- University

**ANNOUNCEMENT**

AlphaMCS will be taken down for database maintenance on Sunday February 17, 2019. The outage window will start at 10:30 AM and last till 11:00 AM. It is expected that there will be approximately 30 minutes. Please save work and sign off before 10:30 AM.

**ANNOUNCEMENT:**

The AlphaMCS Build 2.09 originally planned for tonight will be postponed. A new implementation date is currently not available. We are very sorry for the late notice.

**OUTAGE ALERT:**

AlphaMCS will be taken down for database maintenance on Sunday, February 10, 2019 at 6:00 PM and last till 8:00 PM.

It is expected that there will be approximately 30 minutes. Please save work and sign off before 6:00 PM.

**OUTAGE ALERT:**

AlphaMCS will be taken down for database maintenance on Friday, January 17, 2019 at 12:00 AM and last till 4:00 AM.

It is expected that there will be approximately 30 minutes. Please save work and sign off before 12:00 AM.

**ATTENTION:**

On Check Write 1/15/2019, an error occurred that did not produce all the records. WellSky is working on the issue as a top priority. The process has been restarted. RAS and 835s will be available after 6:00 PM on 1/16/2019

**OUTAGE:**

AlphaMCS vendor WellSky was not able to complete the maintenance last night in the two hour outage. Therefore there will be an additional outage today beginning at 6:00 PM with an expected window of 2 hours. During this time (6-8pm) staff will not be able to access the system.

**Attention!**

Due to the outage, last nights check write process did not complete. Our Vendor WellSky will need to restart this process tonight (1/9/2019).

These RAs and 835s will be processing during morning (1/10/2019) and will begin posting in the afternoon on 1/10/2019.

**OUTAGE ALERT:**

1 - 56 of 56 items

## Navigating within a Module

### Banners

The patient module includes a banner for quickly referencing certain consumer data. To access the banner, filter for the consumer and highlight their record. Click on the dropdown arrow found in the top left corner.

Patient / Patient Maintenance

84498 CLIENT\_TEST 123123 wilmington NC 28412

Demographics Financial Care Coordination

Address: 123123  
City: wilmington  
State: NC  
Zip: 28412  
Address Type: Other independent rooming house (dormitory, fraternity house, ship)

Phone 1: 999-999-9999(Home)  
Phone 2:  
Phone 3:  
Clinical Home:  
Move In Date: 04/17/2018

DOB:  
Age:  
SSN:

Emergency Contact Needed

Patient Maintenance

ID	Last Name	First Name	Middle Name	Gender	DOB	SSN	CNDS Record #	Active
84498	CLIENT	TEST		Unknown				<input checked="" type="checkbox"/>

Address City State Zip MRN Number Consumer Unique ID Insurance Race Clinical Home Care Coordinator SIS ASAM Score

123123 wilmington NC 28412 84498 CLIT010100 American Indian/Native American 0

View Update Details

## Tabs and Views

**Patient Maintenance** Vaya Health - UAT Log out

Patient Maintenance

Patient ID Last Name First Name Middle Name Gender DOB SSN Close Record

Base Clinical Measures Care Coordination

+ Medicaid Address

If you hover your cursor over each tab it will dropdown to give you an option to select another view. Each view will display different data depending on the view.

Address	County	Zip	Phone	Phone Type
390 VALLEY ST	Buncombe	28752-0000		Home
306 deerpark rd	McDowell	28761		Home

Page 1 of 1 Go 10 items per page 1 - 2 of 2 Items

## Data Entry

If your company works with multiple MCO's, you will have the ability to toggle between which MCO you are submitting information to, or viewing information from.

MCO Vaya Health - Staging Vaya Health - Staging Log out

Vaya Health - Staging

Partners - Staging

**NOTE:** If you are in a module and switch between MCOs, you will be kicked back out to the Home Screen.

In most cases, inputting data into fields is as simple as typing into them. However, there are a few cases in which you will need to search for the info to populate the field. When this is the case, you will see a Search button:

Patient Search

Last Name First Name DOB SSN

Insurance # Clear Search

You can start by simply typing in the first name of a consumer and clicking on Search. I will bring up all the consumers with the name you entered etc.

Patient ID	Last Name	First Name	Gender	DOB	SSN	Active	Eligibility
No items to display							

Page 0 of 0 Go 10 items per page

Cancel Create New Enrollment

This will open a sub screen below your search, allowing you to search through records to find the one you want to input.

Patient Search

Last Name: client, First Name: test, Insurance #: [ ]

Clear Search

Patient ID	Last Name	First Name	Gender	DOB	SSN	Active	Engility
84498	CLIENT	TEST	Unknown			<input checked="" type="checkbox"/>	

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

Cancel Create New Enrollment

At other times, the system may want to fill in text as you're typing something into a field. This will usually appear as a dropdown under the text box. You can then scroll down to the selection you want and click on it. This will fill in the text box with the info exactly as it is in the dropdown.

Add Diagnosis

Patient: 84498 CLIENT, TEST

Diagnosis \*  
  
 F23 \*Brief psychotic disorder

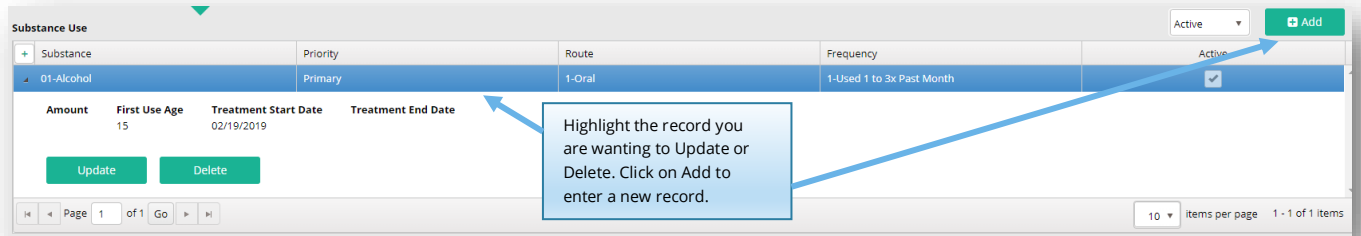
Status: [ ]

Effective Date \* [ ] End Date [ ]

Cancel Save

**NOTE:** Whenever there is a prepopulating field, it is imperative that you choose from the drop down menu so the system will recognize the entered data. Hard typing data will not register in the system and can cause denials or invalid data.

There are tables in the system with buttons to the side: Add, Modify, Update, Delete. To edit or delete a field click on the field itself then select 'Update' or 'Delete', respectively. Clicking Add will add a new field regardless of what is currently highlighted.



## Printing

There are various places within AlphaMCS where you are able to print reports. Examples of printing from within the AlphaMCS Provider Portal could be Auth Letters and Denial Letters. When clicking a print button, or a link that opens the report print module you will have a few options:

