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

**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.
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.

MCOs will post announcements about various industry or MCO information such as billing changes, help guides or even office hours to name a few.

Since there is only one account needed to interact with multiple MCOs, utilize this dropdown to pick which MCO you need.

When you are wanting to log out, it is best to use the Logout link instead of simply clicking X out of your browser. This way there is no orphaned connection issues when trying to log back in.

Click on the arrow to expand the consumer banner, click the arrow again to collapse.
Tabs and Views

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.

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:

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

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.

**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:

- Highlight the record you are wanting to Update or Delete. Click on Add to enter a new record.
- You can export your document to various formats by clicking the dropdown button to populate your options.
- RA Reports will have you export the document into either an Excel, PDF, or CSV file. From there you will be able to print the document.