

alphaMCS

Provider Portal  
Handbook

---

## WELCOME!

Welcome to AlphaMCS, a next generation Managed Care System designed specifically to meet the needs of Managed Care Organizations and the behavioral healthcare providers they support. This handbook will walk you through the following aspects of the provider portal:

[The Basics](#)

[Provider Scheduler](#)

[Searching for a Patient](#)

[Enrolling a Patient](#)

[Requesting Clinical Updates](#)

[Treatment Plans](#)

[Authorizations](#)

[Claims](#)

[Discharging a Patient](#)

[Transactional Upload & Download Q](#)

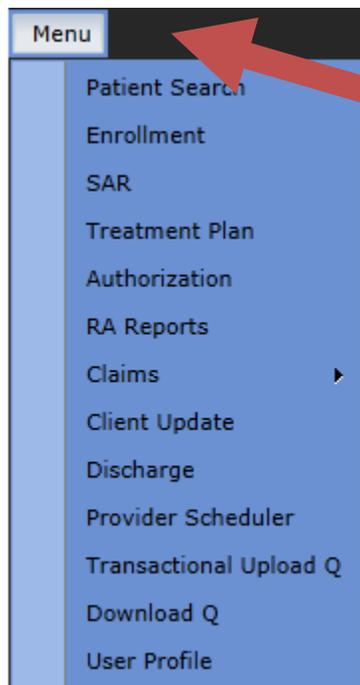
[RA Reports](#)

[User Profile](#)

## BASIC FUNCTIONALITY

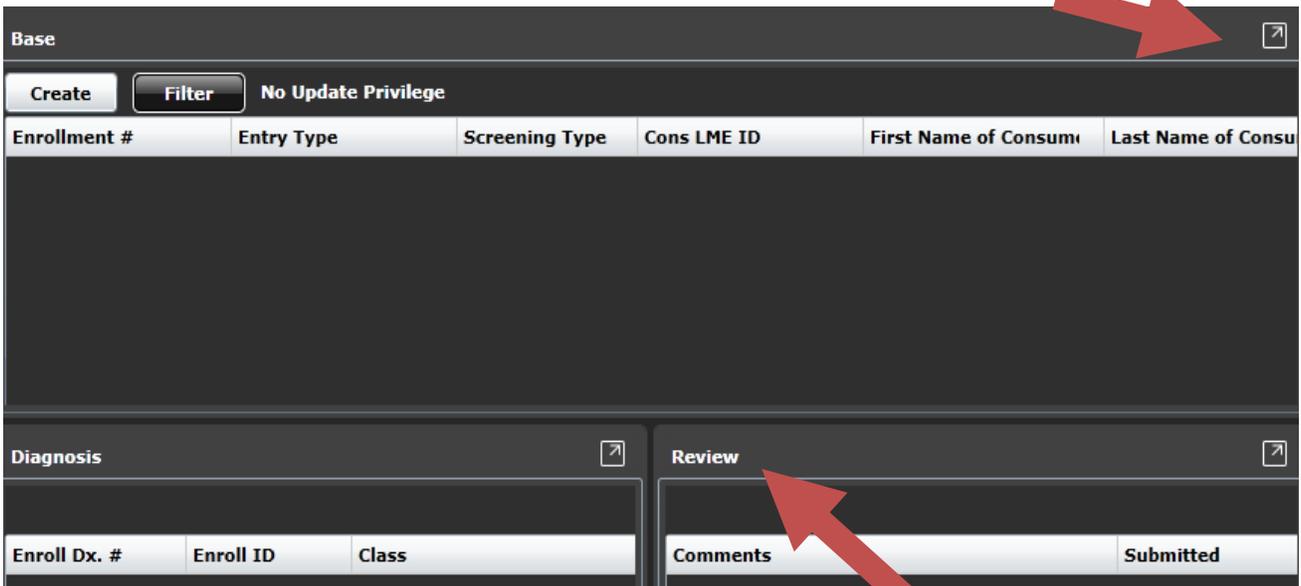
This section will give you an understanding of the basic functionality of the system: how to navigate through the database, how to view information and how to input information.

### Navigation



Users will navigate the system by first clicking on **Menu** in the upper left hand corner of the screen. This will take you to the main menu dropdown. At this point, select the module you would like to view.

Once you've selected a module, you will be presented multiple "tiles". There will be one prominent tile that is larger than the others and is located on the upper left hand side. To enlarge this tile, click on arrow in the upper right hand corner of it.



The screenshot shows a dashboard with a 'Base' tile at the top, which is currently the prominent tile. Below it are two smaller tiles: 'Diagnosis' on the left and 'Review' on the right. The 'Review' tile title is highlighted with a red arrow, indicating it can be dragged to become the prominent tile. The 'Base' tile has a red arrow pointing to its top right corner, which is a standard UI element for dragging. The 'Base' tile contains a table with columns: Enrollment #, Entry Type, Screening Type, Cons LME ID, First Name of Consumi, and Last Name of Consu. The 'Diagnosis' tile has columns: Enroll Dx. #, Enroll ID, and Class. The 'Review' tile has columns: Comments and Submitted.

To make another tile the prominent tile, click on its title and drag into the main area.

Notice at the very top of this page is a bar explaining where you are in the system. If you click on the **User visit History** dropdown, it will tell you where you have been during the session and allow you to go back there in a single click.



Some pages will have tabs on the side. This allows multiple tiles on more than one page. The white tab is the current tab you're viewing. Simply click on another tab to see another set of tiles.

## Viewing Information

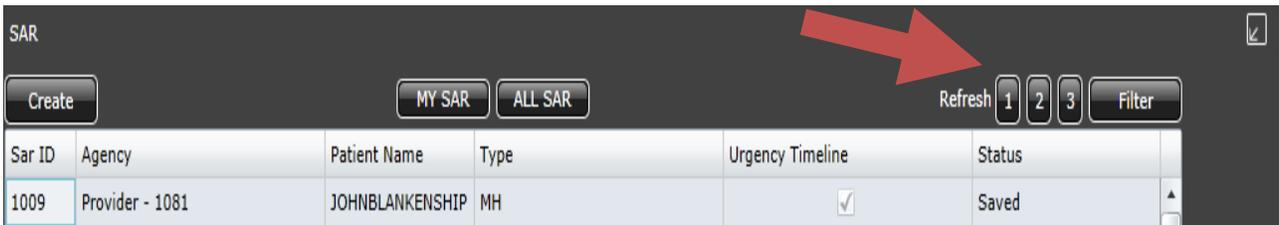
When looking at the tiles on a page, the prominent tile will automatically have the first selection highlighted. Whenever a row is highlighted, all surrounding tiles will display information corresponding to that row. For instance, if the prominent tile has a list of patients and the surrounding

tiles show various pieces of patient information, that information will all be for the highlighted patient in the main tile.

Sar ID	Agency	Patient Name	Type	Urgency Timeline	Status
1009	Provider - 1081	JOHNBLANKENSHIP	MH	<input checked="" type="checkbox"/>	Saved
52	Provider - 1008	MANTANZEISAACS	MH	<input type="checkbox"/>	Saved
51	Provider - 1008	VictoriaGibson	MH	<input type="checkbox"/>	Saved
50	Provider - 1008	JOYCESCOTT	MH	<input type="checkbox"/>	Saved

Click on a different row and that new patient's information will then be shown in the surrounding tiles.

For some tiles, there will be numbers towards the top of the tile. Clicking on these numbers allows you to view more information immediately on the list.



The higher the number, the more additional rows of information will be shown.

When you choose a higher number, a plus (+) and minus (-) sign will appear next to the numbers.



Clicking on the minus will allow you to view the top level of information **ONLY** for the selected record. The plus sign will cause the top level of information to show on **ALL** records.

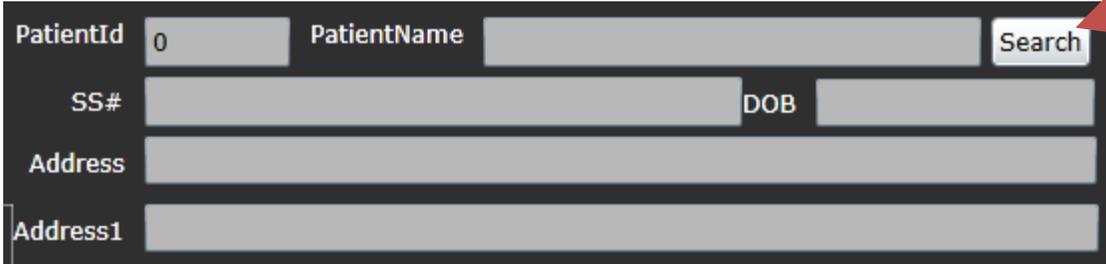
Many tiles may also have a  button, which will allow you to modify the information you're looking at in the rows. For instance, if you're looking at a list of patients and only want to see 'John Doe', you would click the Filter button and put in relevant information, such as 'Doe' in the **Last Name** field. That way, only people with that last name will appear on the list.



If you begin creating a record in any screen, make sure it's either saved or cancelled before trying to go to another module or you won't be able to.

## Putting in Information

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 either search for the info to go into the field. When this is the case, you will see a Search button.



A screenshot of a patient information form. The form has several input fields: PatientId (with '0' entered), PatientName, SS#, Address, and Address1. A 'Search' button is located to the right of the PatientName field. A red arrow points to this button.

This will open a subscreen, allowing you to search through records to find the one you want to input.



A screenshot of a search subscreen. It features a search form with fields for Patient ID, Last Name, First Name, SS #, Birth Date, and an Active dropdown menu. A 'Search' button and a 'Clear Fields' button are also present. Below the search form is a table with the following columns: ID, Last Name, First Name, Gender, Birth date, and SS number. The table is currently empty.

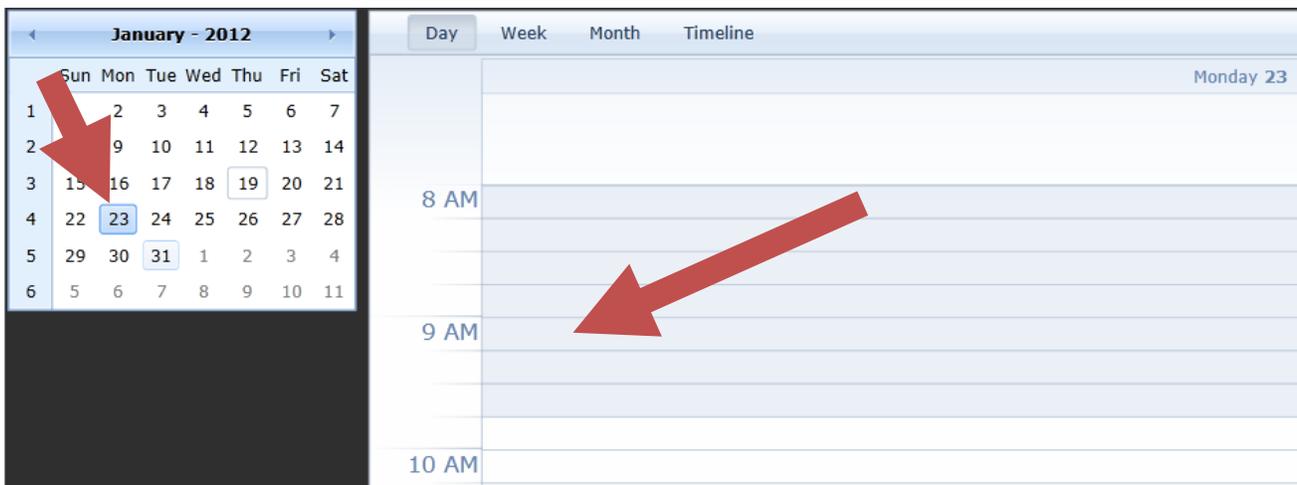
AXIS I	De	
AXIS II	290.0	-Senile Dementia, Uncomplicated
AXIS III	290.0	-Dementia Senile NOS
AXIS IV	290.0	-Pri Degeneratve Demntia Alzheimer/
Adation	290.1	-Presenile Dementia
	290.10	-Presenile Dementia, Uncomplicated
	290.10	-Presenile Dementia NOS
	290.10	-Pri Degenratve Demntia Alzheimer/i
	290.10	-Dementia due to Pick's Disease

At other times, the system may want to fill in text as you're writing 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.

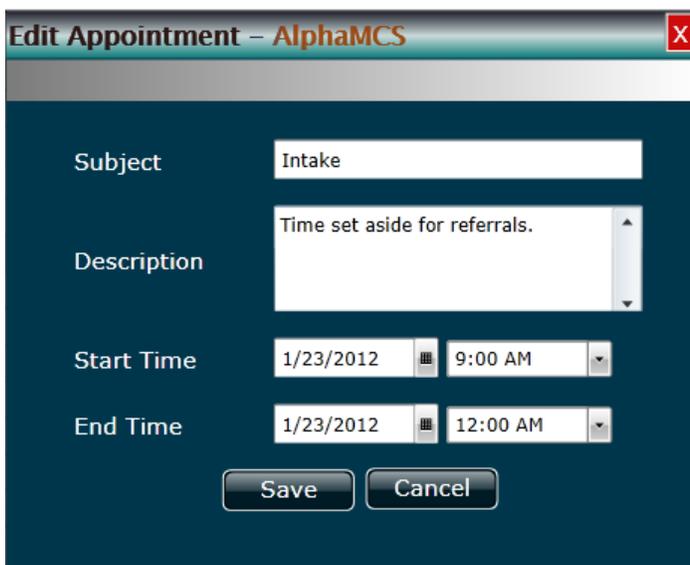
There are tables in the system with buttons to the side: **Add**, **Modify**, **Remove**. To edit or delete a field, click on the field itself, then **Modify** or **Remove**. Clicking **Add** will add a new field regardless of what is currently highlighted.

## PROVIDER SCHEDULER

When an MCO wants to refer a client to you, they will do so by looking at a master schedule of all the providers in their catchment area. Many companies have regularly scheduled times that they can handle referrals. You are able to set these up in the **Provider Scheduler** so that the MCO knows your availability and can schedule appropriately. This schedule should be updated on your end by going to **Menu, Provider Scheduler**.



Let's say you have time set aside for patient intakes every Monday, Wednesday and Friday from 9am to noon. You would first want to click on the soonest Monday in the calendar to the left, then double click on the 9am slot. This will open up the **Edit Appointment** screen.



Enter a subject in the appropriate field. Underneath, enter a description of what this time is being set aside for.

You can keep the **Start Time** as is but you will want to edit the **End Time** to reflect how long you want the appointment to last. In this scenario, we'll say from 9am – 12pm.

When you are done, click the **Save** button.

Once you have saved the appointment, the MCO will now see this time as open for you to accept

referrals from them.



Appointments you put on the scheduler will show in **GREEN**. When the MCO refers someone to you, the time will show as **RED** and an e-mail will also be sent to you. When you see a red appointment, click on it and update the status to show you accept.

After someone has come in for their appointment, go into the appointment in the calendar and update the status. You can also do this to indicate to the MCO that a patient never showed up for their appointment.

## PATIENT SEARCH

When you are first approached by a patient and need to find out what benefit plan(s) they are a part of, you will want to go to **Patient Search** module. You will do this by clicking on **Menu**, then **Patient Search**.

Client						
Clear Fields						
Refresh <input type="button" value="1"/> <input type="button" value="2"/> <input type="button" value="3"/>						
Last Name	<input type="text"/>	First Name	<input type="text"/>	Birth Date	<input type="text"/>	SS # <input type="text"/>
						Active <input type="button" value="v"/>
<input type="button" value="Search"/>						
ID	Last Name	First Name	Gender	Birth date	SS number	
Address						
Address	City	State	Country	Zip	Phone	Phone Type

You will be presented with two tiles: **Client** and **Address**. Search for clients in the top tile to see if they have Medicaid or a state benefit plan by entering the information you have for them and clicking the  button.



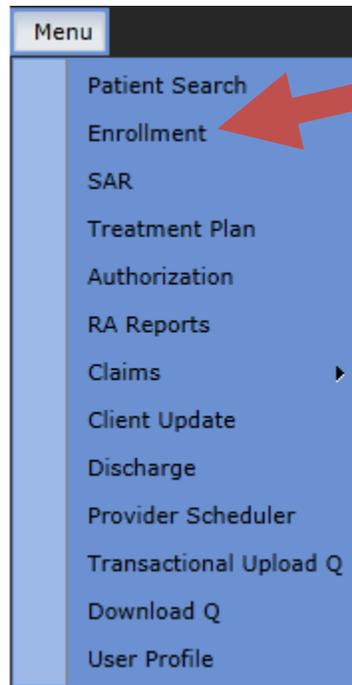
To search for a client, you must provide a combo of: 1) Last Name & DOB  
2) Last Name & SSN OR 3) Last Name & Insurance ID

This will pull patients who match whatever data you entered. The address will populate in the other tiles with the patient's insurance and address information.

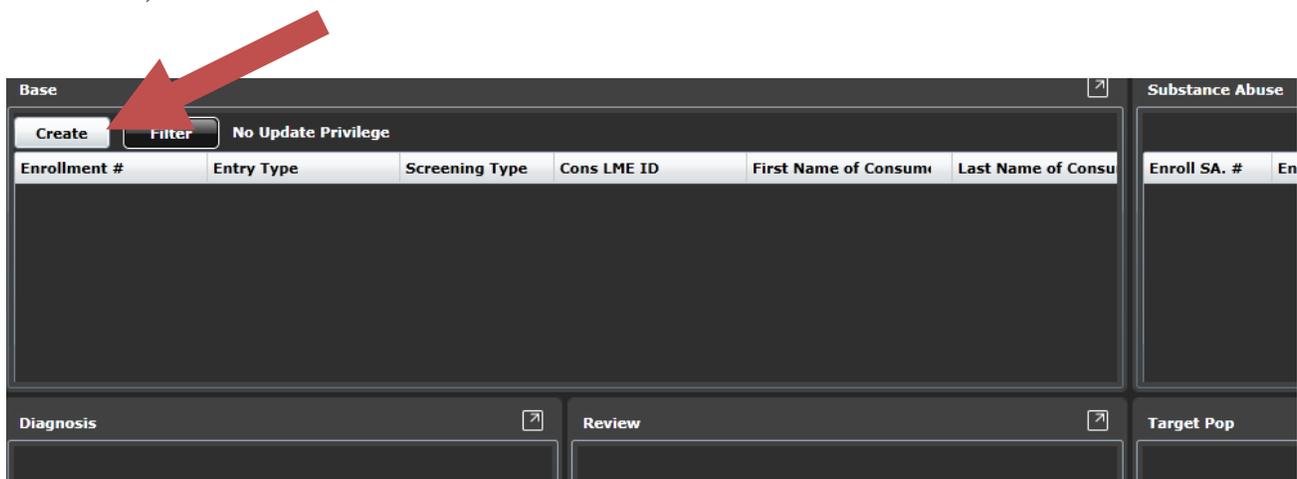
If no patients appear, you may want to try the search again with other pieces of data, or ask the patient if they might have any other name on file. If after trying several attempts at find the patient you're still unable to find them, you will want to enroll them in a benefit plan.

## PATIENT ENROLLMENT

To enroll a patient, click on **Menu** in the upper left hand corner of the screen, then **Enrollment**.



This will open the **Enrollment** module. Any enrollments that you have either not yet submitted, or not yet heard back from the MCO on, will appear here on this list. The surrounding tiles will be populated with the information corresponding to the highlighted enrollment. To create a new enrollment, click on the **Create** button on the **Base** tile.



The **Enrollment Master** allows providers to enter all necessary information to enroll a client. Note

that after you've entered the information into fields with the red asterisks next to them, you are able to proceed to the next page.

**Enrollment Master**
Enroll Id: 
Page 2 Page 3

**Entry Type:**  Registration Only  Full Enrollment \*

**Screening Type**  Telephone  Face-To-Face \*

First Name Consumer:  \*
MI: 
Last:  \*

---

Screening Date:  
Time Screening Began:  : 
AdmissionDate:

Gender:   
 Primary Language:   
 Ethnicity:   
 Legal Guardian:   
 Emergency Cont:   
 Education Level:   
 Physical Address:   
 Mailing Address:   
 Srvc.Requestor Name:   
 Veteran:

Referral Source:   
 Secondary Language:   
 Martial Status:   
 Relationship:   
 Relationship:   
 Employment:   
 State:  City:  Zip:   
 State:  City:  Zip:   
 Phone:   
 Phone:   
 Relation:   
 Natl.Grd/Military RSV # in Household:

No.SSN# Enrolled :   
 Proficient In English:  Yes  No  
 Pregnant  
 Living Arrangement:

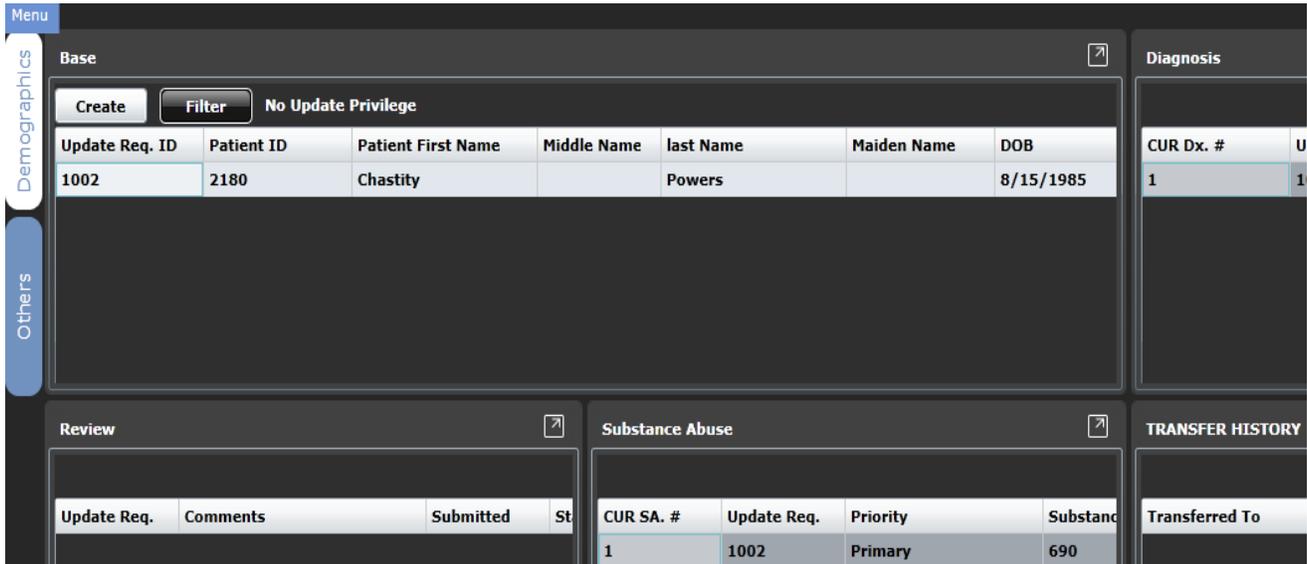
Who Served In Active Duty:  Self  Parent  GrandParent  Sibling  Spouse  
 Partner  Child  N/A  Other Sig.Person

Which War:  OIF('03-Present)  Non Combat Service C

At the bottom of the third page, you are able to either save or submit the document. Until the document is submitted, it will remain on your queue on the **Base** tile. Pressing the  button sends the form to the correct MCO for processing. You will find the results of your enrollment application on the **Review** tile when a decision has been made.

## CLINICAL UPDATES

This module allows you to request updates to patient information. To reach this screen, go to **Menu, Clinical Updates**.



To search for a patient, click the **Filter** button. Once you've selected a client, their information will populate the surrounding tiles on the **Demographics** and **Others** tab.



If you are unable to find the client you're looking for, you can click the **Create** button. This will take you to a patient enrolment screen.

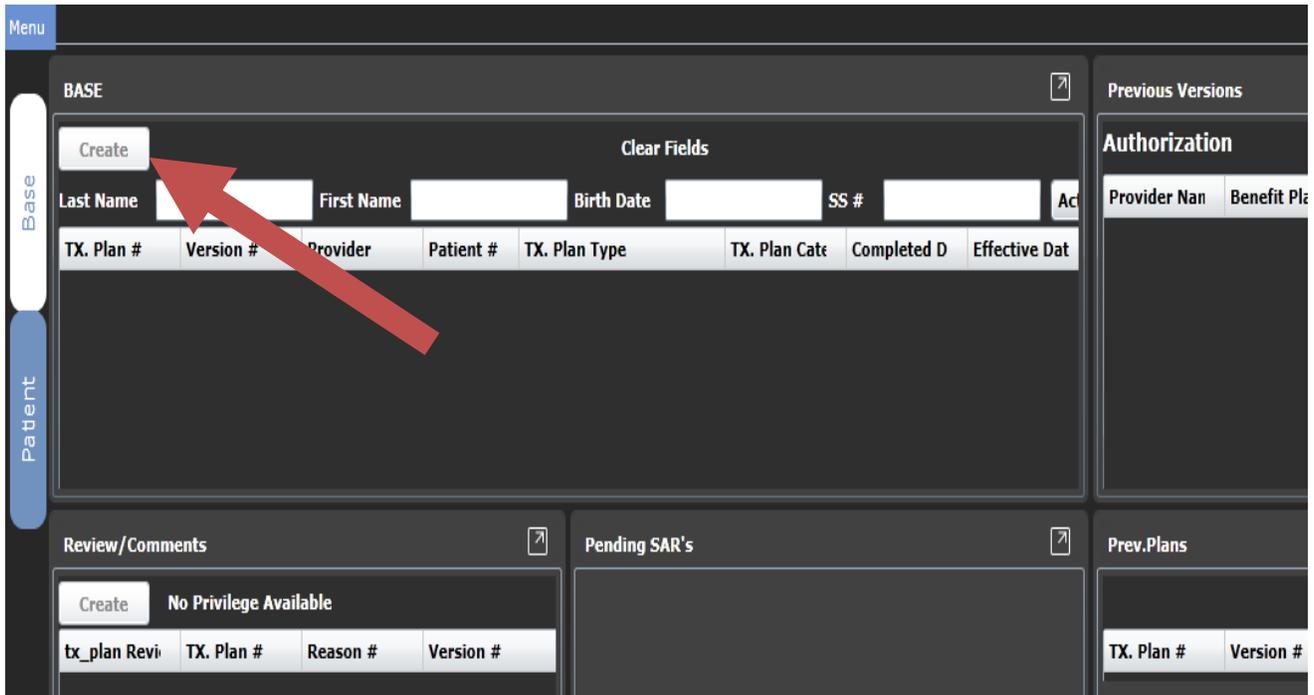
To request an update to client information, enlarge the Base tile using the  button, then click on the  button.

Update Req. ID	Patient ID	Patient First Name	Middle Name	last Name	Maiden Name	DOB	SSN	No SSN:	Resid
1002	2180	Chastity		Powers		8/15/1985	246633846	<input type="checkbox"/>	
Insert User		Admin, System		Last Update User		Admin, System			
Insert Dt		1/5/2012		Last update Dt		1/5/2012			
<input type="button" value="Update"/>									
<input type="button" value="Assign"/> <input type="button" value="Take Assignment"/>									

Click on the **Update** button and insert information you would like to change. This update request will be processed by the MCO, whose response will appear in the **Review** tile.

## TREATMENT PLANS

To enter treatment plans in the system, go to **Menu, Treatment Plan**.



The screenshot displays the AlphaMCS Provider Portal interface. The 'Menu' bar at the top left shows 'Base' and 'Patient' tabs. The 'BASE' tab is active, showing a 'Create' button with a red arrow pointing to it. Below the 'Create' button are input fields for 'Last Name', 'First Name', 'Birth Date', and 'SS #'. A 'Clear Fields' button is also present. Below these fields is a table with columns: 'TX. Plan #', 'Version #', 'Provider', 'Patient #', 'TX. Plan Type', 'TX. Plan Cat', 'Completed D', and 'Effective Dat'. The 'Patient' tab is also visible, showing a 'Review/Comments' section with a 'Create' button and 'No Privilege Available' message, and a 'Pending SAR's' section. The 'Authorization' section on the right shows 'Provider Nan' and 'Benefit Pla'.

The **Base** tile will show any plans that have been saved, or that have been submitted and are awaiting a response from the MCO. Click on the **Create** button to upload a new treatment plan.

Note the surrounding tiles will have information related to the patient you have uploaded the treatment plan for. You will receive a response from the MCO under the **Review/Comments** tile.

The **Patient** tab will show you information on the highlighted patient.

BASE

**Tx. Plan**

TX. Plan #	<input type="text" value="1084"/>	Completed Date	<input type="text" value="&lt;M/d/yyyy&gt;"/> 15
Version #	<input type="text" value="1"/>	Meeting Date	<input type="text" value="&lt;M/d/yyyy&gt;"/> 15
Provider	<input type="text" value="1088"/> *	Effective Date	<input type="text" value="&lt;M/d/yyyy&gt;"/> 15 *
TX. Plan Type	<input type="text" value=""/> *	End Date	<input type="text" value="&lt;M/d/yyyy&gt;"/> 15
Reason	<input type="text" value=""/>	Patient #	<input type="text" value=""/>
			<input type="text" value=""/>
		Clinical Home	<input type="text" value=""/>
		Submitted Date	<input type="text" value=""/>

\*  
 \*

Status

Created  
  Approved  
  Not Approved

TX. Plan Category

New  
  Amendment

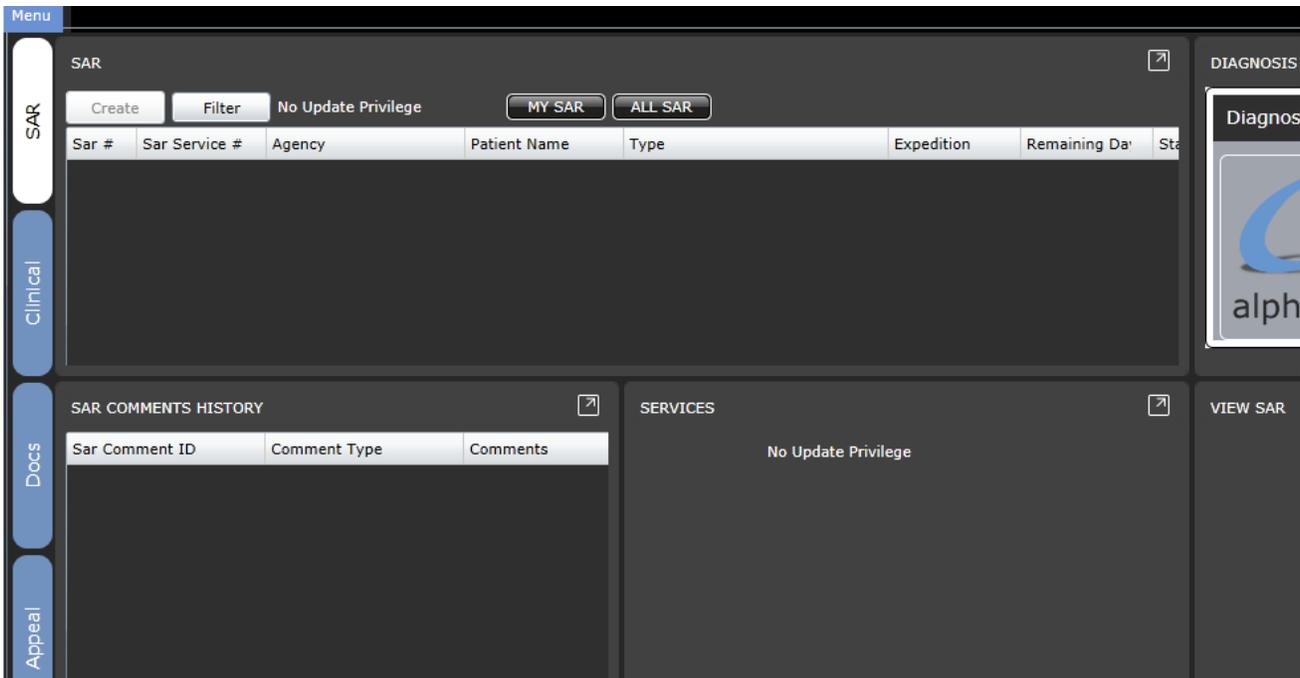
Fill in the appropriate fields and upload your document using the **Doc. Upload** button. When you're finished, click **Save** if you plan on making further changes, or **Submit** to send it in for review.

## AUTHORIZATIONS

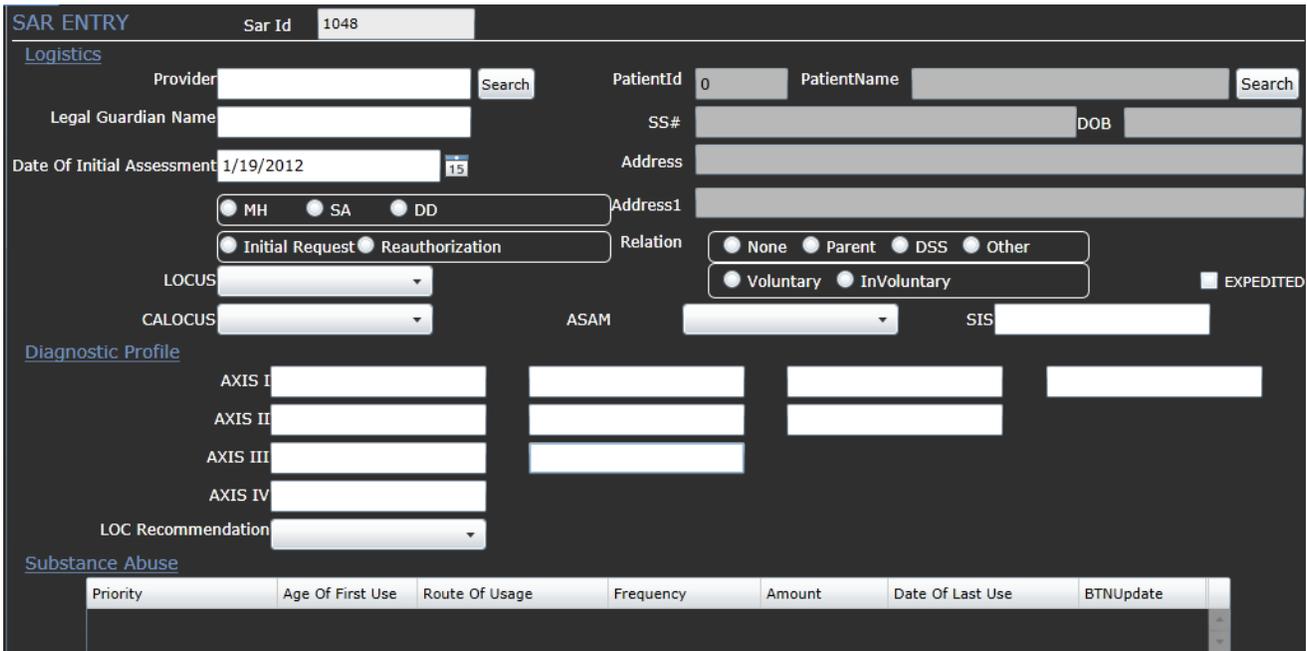
After creating a treatment plan, you're ready to get authorized for services. You can do this by filling out a Services Authorization Request, or SAR.

### Completing the SAR

You can get to this module by going to **Menu, SAR**. This will open a screen with multiple tiles and tabs. Whichever line is highlighted on the **SAR** tile is going to populate the surrounding tiles with information relating to that SAR. This is also true when you click on other tabs—the information in those tiles will still correspond to whichever SAR is highlighted in that **SAR** tile.



To enter a new SAR, hit the  button. This will take you to the **SAR Entry** page.



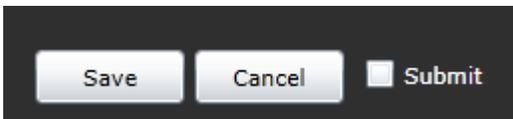
Enter the necessary information. Note that in certain fields, it will not let you enter text. In these cases, there will be either a  or a  button, which will allow you to search for and/or enter data into those fields.



Throughout the system, when you begin to type into certain text boxes, autofill options may appear. Simply click on the correct option and it will populate the field.

Click the  button to upload as much documentation as you feel is needed to support your case for authorizing the services you're requesting.

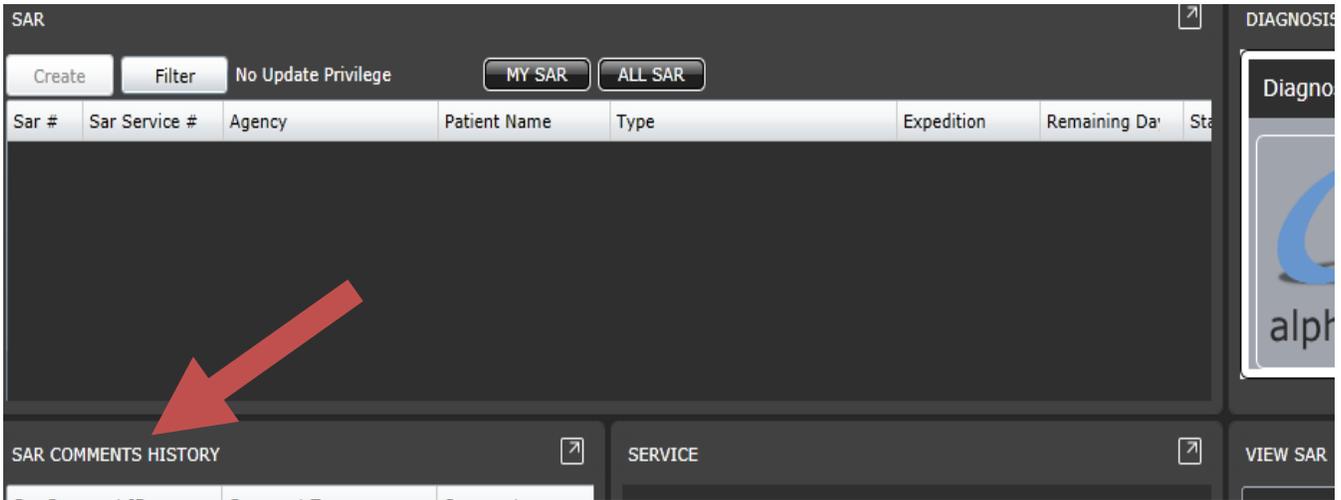
If you check the  **EXPEDITED** checkbox, this will mark the request as high urgency for the reviewer. Do this **ONLY** if the patient's life is in danger.



To submit the SAR for review, check the **Submit** checkbox, then hit the **Save** button. If you plan on working on it further, only click **Save**.

## SAR Approval & Denial

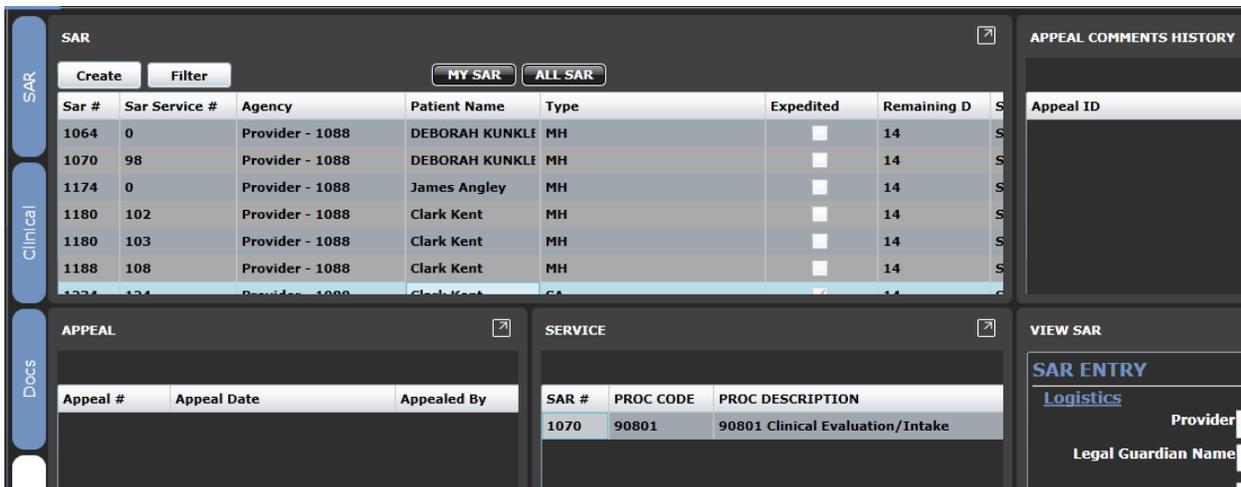
Once a SAR has been created, you will see its corresponding information populate the tiles around it as you click through the tabs. MCO staff may contact you to ask questions about your SAR or request that additional information be uploaded to support the request. These comments from the MCO will appear in the **SAR Comments History** tile.



Once a decision has been made, you will find it under the **SAR** tab, in the **Services** tile. This will show you the MCO's decision, service by service, on if they have approved or denied your request.

## Appeals

If a decision is appealed, you can go to the **Appeal** tile under the **Appeal** tab in the **SAR** module to see how it is progressing.



## CLAIMS

Once you begin providing services for a client, you will be able to enter claims through the system to be processed by the MCO. You can do this by going to **Menu**, then **Claims**, then by choosing the correct type of claim to process, **CMS 1500** (for providers who aren't hospitals) or **UB-04** (for hospitals). In this workflow, we act as if we're a provider who isn't a hospital.

BASE
Refresh 1 3

Create
Filter

Claim #	Provider ID	Name	Site ID	Name	Patient ID	Name	Active
77	1088	Provider - 1088	1882	Provider 1088 - Site 1882	56	KUNKLE-COOK,DEBORAH	<input checked="" type="checkbox"/>
155	1088	Provider - 1088	1882	Provider 1088 - Site 1882	23	ANGLEY,WILLIE	<input checked="" type="checkbox"/>

SERVICE

Date From	Date To	Service	Mod 1	Mod 2	Mod 3	Mod 4	POB

STATUS

Claim #	Status

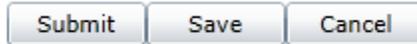
The **Base** tile will show you all claims that have been saved but not yet submitted. These claims will remain on this tile for 30 days, then they will be automatically deleted from the system. The **Service** tile underneath will show what services are linked to that claim. The **Status** tile shows you the status of the highlighted service.

Click on the Create button to enter a new claim.

Menu
1500
Claim # 
Provider Search

1. MEDICARE MEDICAID CHAMPUS CHAMPVA GROUP HEALTH PLANS FECA BLK OTHER LUNG <input checked="" type="radio"/> (Medicare #) <input type="radio"/> (Medicaid #) <input type="radio"/> (Sponsor's SSN) <input type="radio"/> (VA File #) <input type="radio"/> (SSN or ID) <input type="radio"/> (SSN) <input type="radio"/> (ID)		1.A INSURED'S ID NUMBER
2. PATIENT NAME (LastName, FirstName, MiddleInitial) <input type="text"/>		4. INSURED NAME (LastName, FirstName, MiddleInitial) <input type="text"/>
3. PATIENT'S DATE OF BIRTH <input type="text" value="15"/> SEX <input checked="" type="radio"/> M <input type="radio"/> F		7. INSURED ADDRESS (No., Street) <input type="text"/>
5. PATIENT ADDRESS (No., Street) <input type="text"/>		STATE <input type="text"/> CITY <input type="text"/>
6. PATIENT RELATIONSHIP TO INSURED <input checked="" type="radio"/> Self <input type="radio"/> Spouse <input type="radio"/> Wife <input type="radio"/> Other		ZIP CODE <input type="text"/> TELEPHONE (Include Area Code) <input type="text"/> <input type="text"/> <input type="text"/>
8. PATIENT STATUS <input checked="" type="radio"/> Single <input type="radio"/> Married <input type="radio"/> Other <input type="radio"/> Employed <input type="radio"/> Full Time <input type="radio"/> Part Time <input type="radio"/> UnEmployed		STATE <input type="text"/> CITY <input type="text"/>
9. OTHER INSURED'S NAME (LastName, FirstName, MiddleInitial) <input type="text"/>		ZIP CODE <input type="text"/> TELEPHONE (Include Area Code) <input type="text"/> <input type="text"/> <input type="text"/>
10. IS PATIENT'S CONDITION RELATED TO: a. Employment? (current or previous) <input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> UNKNOWN AUTO ACCIDENT <input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> UNKNOWN PLACE STATE <input type="text"/> <input type="text"/>		11. INSURED'S POLICY GROUP OR FECA NUMBER <input type="text"/>
a. OTHER INSURED'S POLICY OR GROUP NUMBER <input type="text"/>		a. INSURED'S DATE OF BIRTH <input type="text" value="15"/> SEX <input checked="" type="radio"/> M <input type="radio"/> F
b. OTHER INSURED'S DATE OF BIRTH <input type="text"/> SEX <input type="radio"/> M <input type="radio"/> F		b. EMPLOYER'S NAME OR SCHOOL NAME <input type="text"/>

At the bottom of the form, you will be presented with three options:

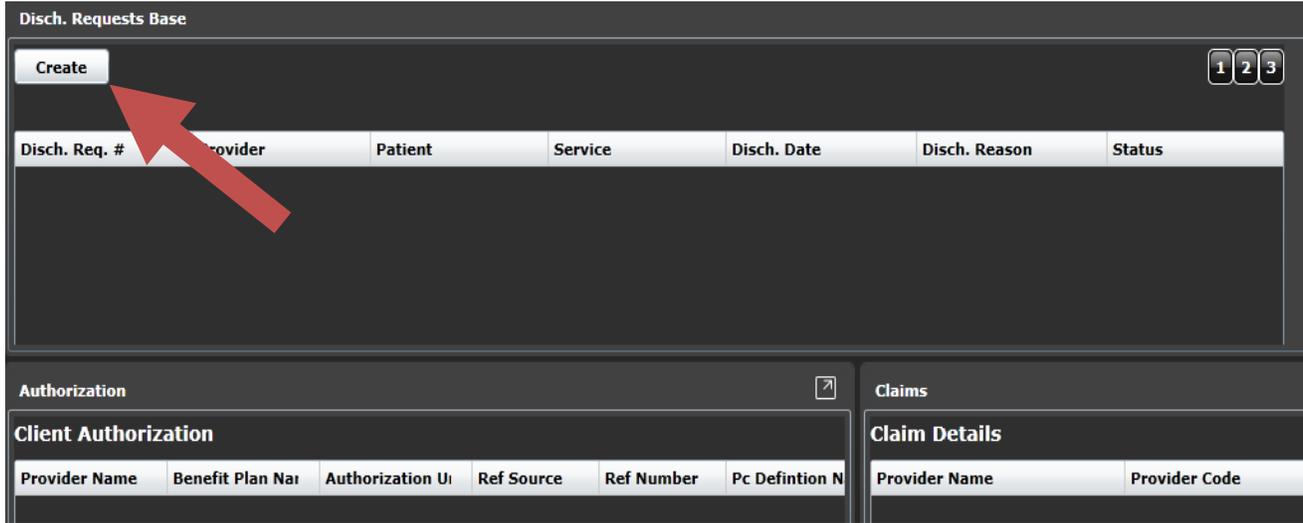


- **Submit** will send the claim off to be processed.
- **Save** will keep the claim on your queue for 30 days.
- **Cancel** will cause you to leave the screen without saving.

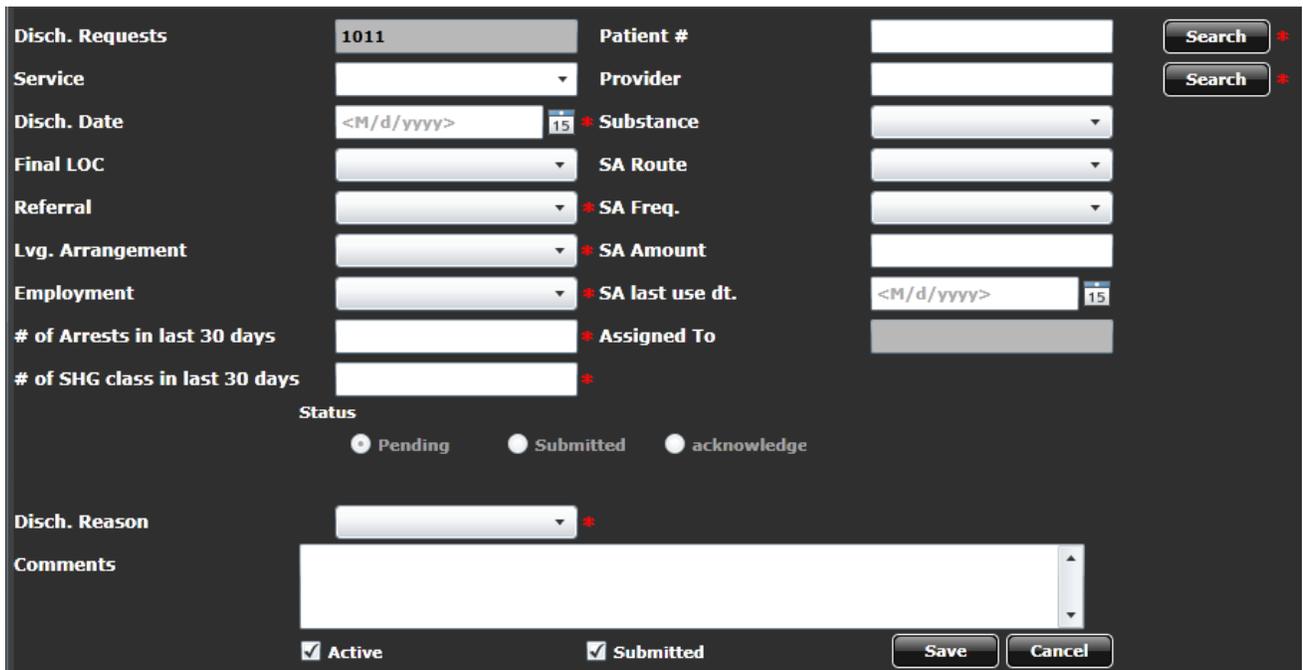
If you ever want to see if a specific claim has been paid or denied, you can go to the **Base** tile and search for it using the  button.

## DISCHARGE REQUESTS

To request that a patient be listed as discharged from your company with the MCO, you will need to complete a discharge request. First, go to **Menu, Discharge**.



Note that any authorizations and claims will populate in the surrounding tiles if there is a pending discharge request. To create a request, click **Create**.



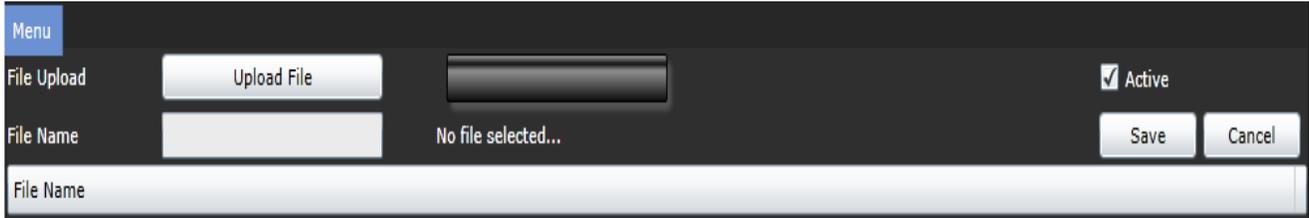
Enter the necessary information and any comments. To only save the request, uncheck the **Submitted**

checkbox, then click **Save**. If you want to go ahead and submit the request, you only need to click **Save**.

If you have a saved request that you want deleted, click on the , then click the **Update** button. Go to the bottom of the request and uncheck the **Active** checkbox, then click **Save**.

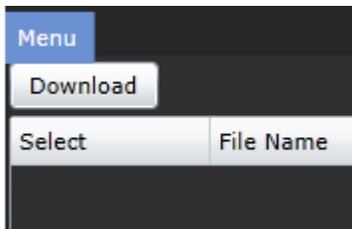
## TRANSACTIONAL UPLOAD & DOWNLOAD Q

The **Transaction Q** module allows you to upload files, such as 837 files which contain the claims you want the MCO to process, into their system.



Click the **Upload File** button, choose the file from your local computer and click the **Save** button.

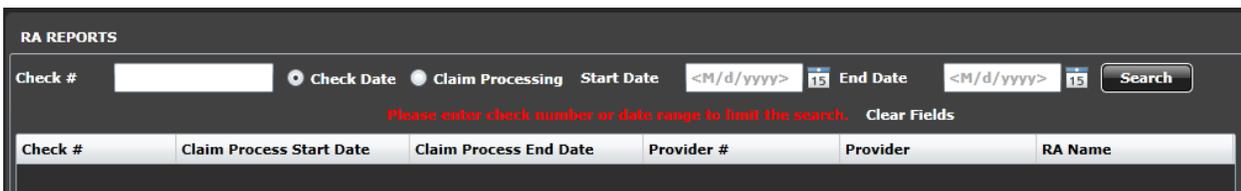
The **Download Q** module allows you to download files your MCO has waiting for you.



Click on the **Download** button and any files waiting for you will be downloaded to this screen. This is the process for downloading 835 files, for example.

## RA REPORTS

This module allows users to view Remittance Advice reports from a certain time frame or by check number.



## USER PROFILE

This module allows users to reset their passwords.

### RESET PASSWORD

Old Password   Check To Show Password

New Password

Confirm Password

### USER NOTIFICATIONS

SEND NOTIFICATI	PORTAL USER NOTIFICATIONS I	NOTIFICATIONS ID