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:
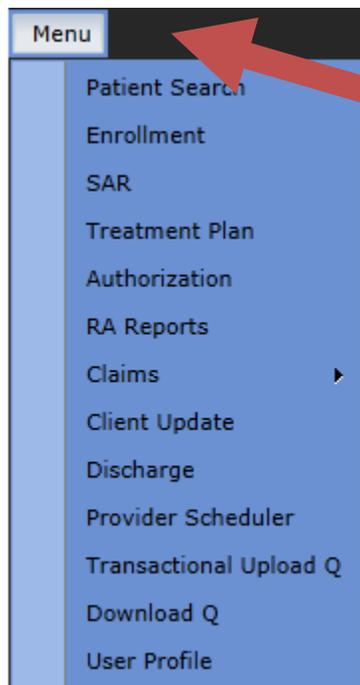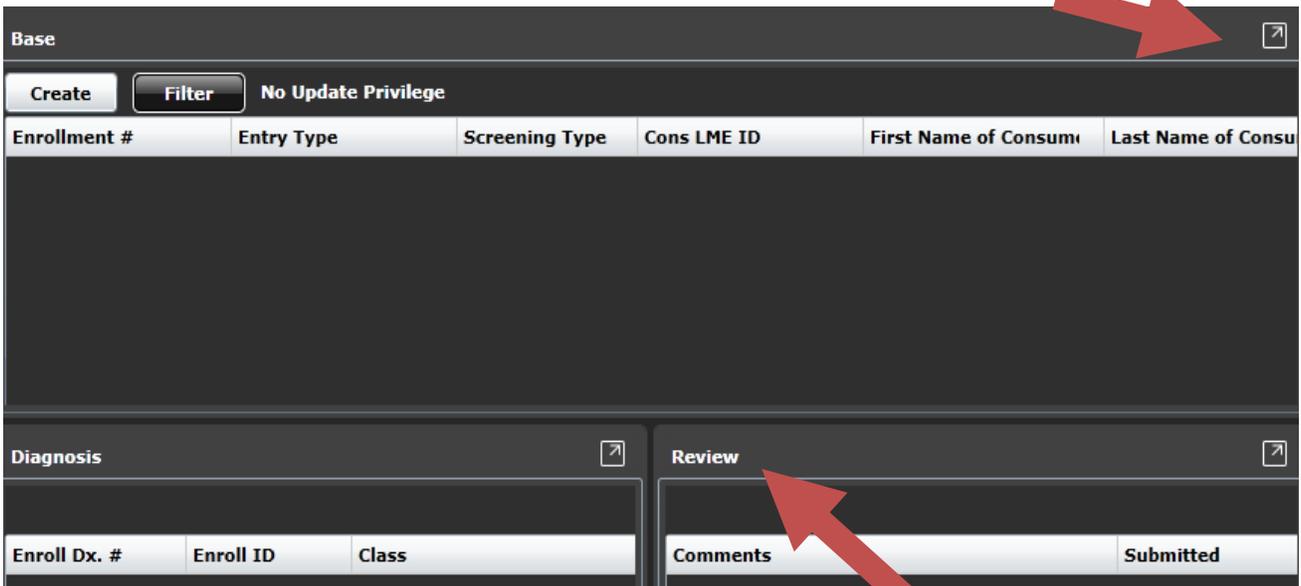
BASIC FUNCTIONALITY

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 doprdown. 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.

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.
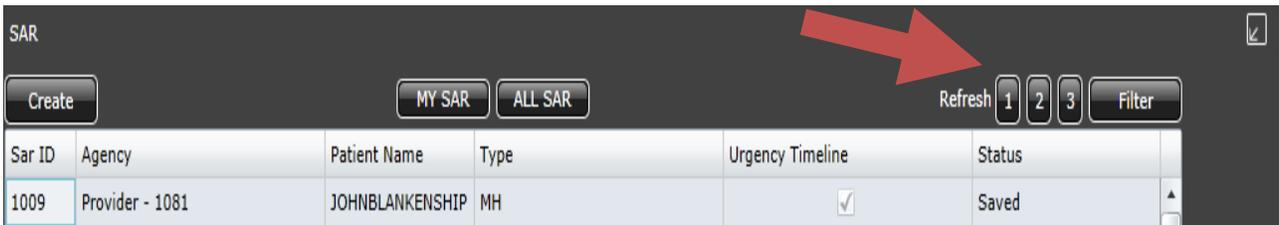
Viewing Information

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	✓	Saved
52	Provider - 1008	MANTANZEISAACS	MH	☐	Saved
51	Provider - 1008	VictoriaGibson	MH	☐	Saved
50	Provider - 1008	JOYCESCOTT	MH	☐	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 immediatlely on the list.

SAR						
Create		MY SAR	ALL SAR		Refresh 1 2 3	Filter
Sar ID	Agency	Patient Name	Type	Urgency Timeline	Status	
1009	Provider - 1081	JOHNBLANKENSHIP	MH	✓	Saved	

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 nexto the numbers.

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

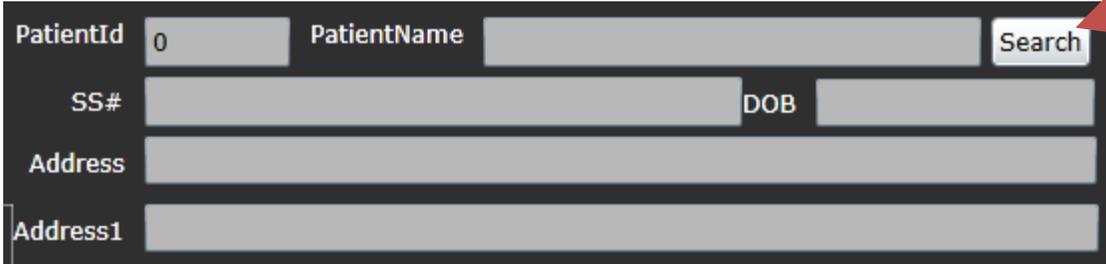Many tiles may also have a **Filter** button, which will allow you to modify the information you're looking at in the rows. For instance, if you're looking at a list of patients and only want to see 'John Doe', you would click the Filter button and put in relevant information, such as 'Doe' in the **Last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

This will open a subscreen, 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 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 a 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**.
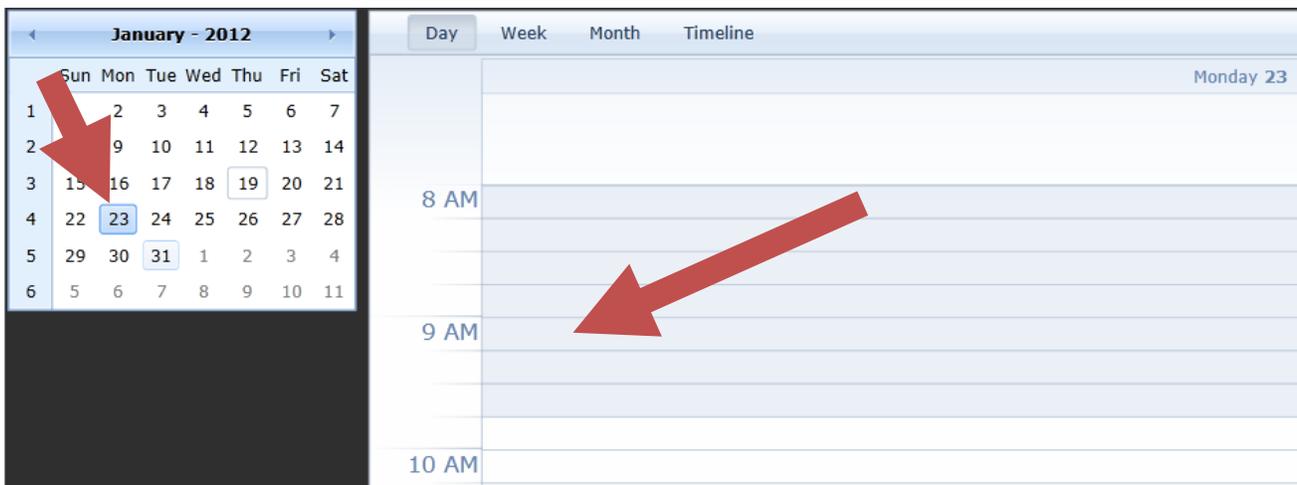
Let's say you have time set aside for patient intakes every Monday, Wednesday and Friday from 9am to noon. You would first want to click on the soonest Monday in the calendar to the left, then double click on the 9am slot. This will open up the **Edit Appointment** screen.
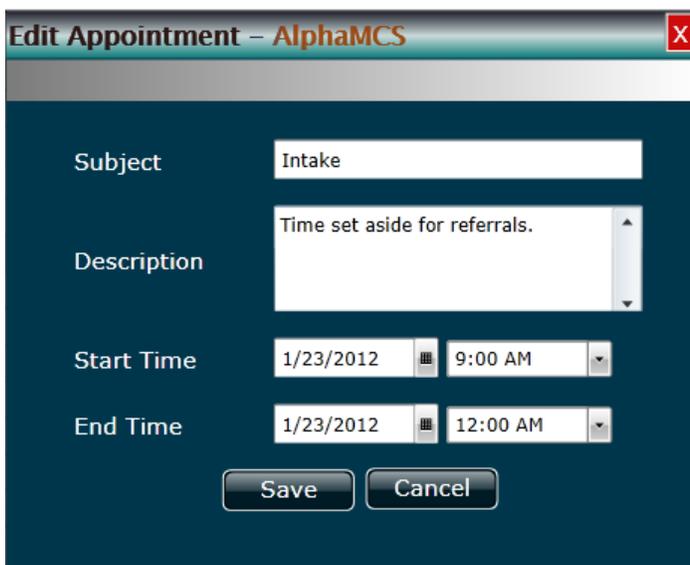
Enter a subject in the appropriate field. Underneath, enter a description of what this time is being set aside for.

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**.

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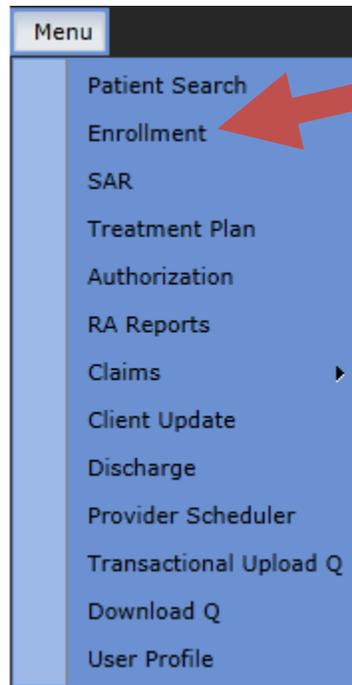
This will open the **Enrollment** module. Any enrollments that you have either not yet submitted, or not yet heard back from the MCO on, will appear here on this list. The surrounding tiles will be populated with the information corresponding to the highlighted enrollment. To create a new enrollment,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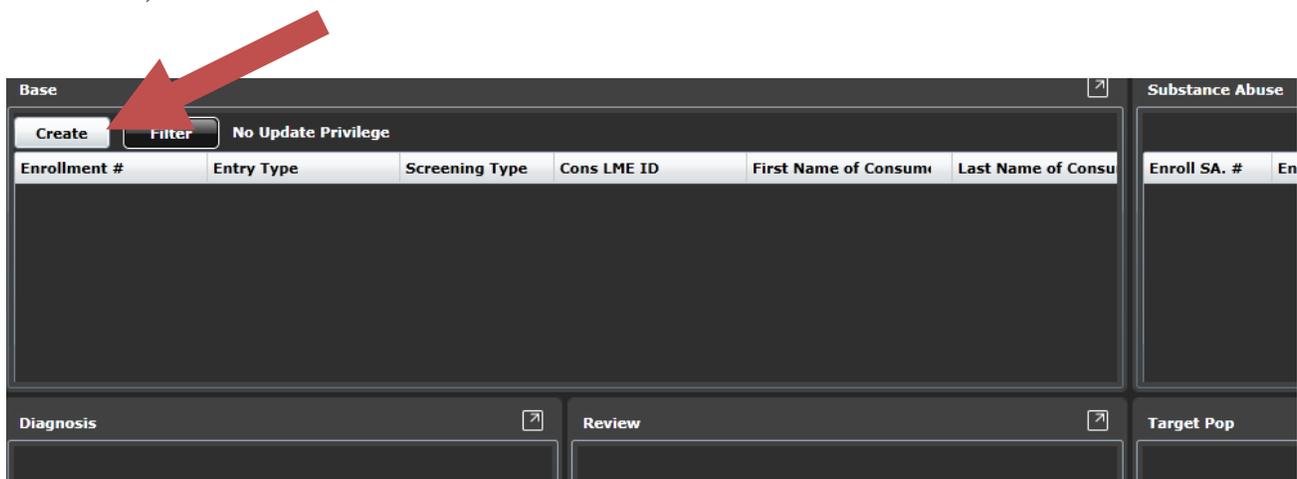
The **Enrollment Master** allows providers to enter all necessary information to enroll a client. Note

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.

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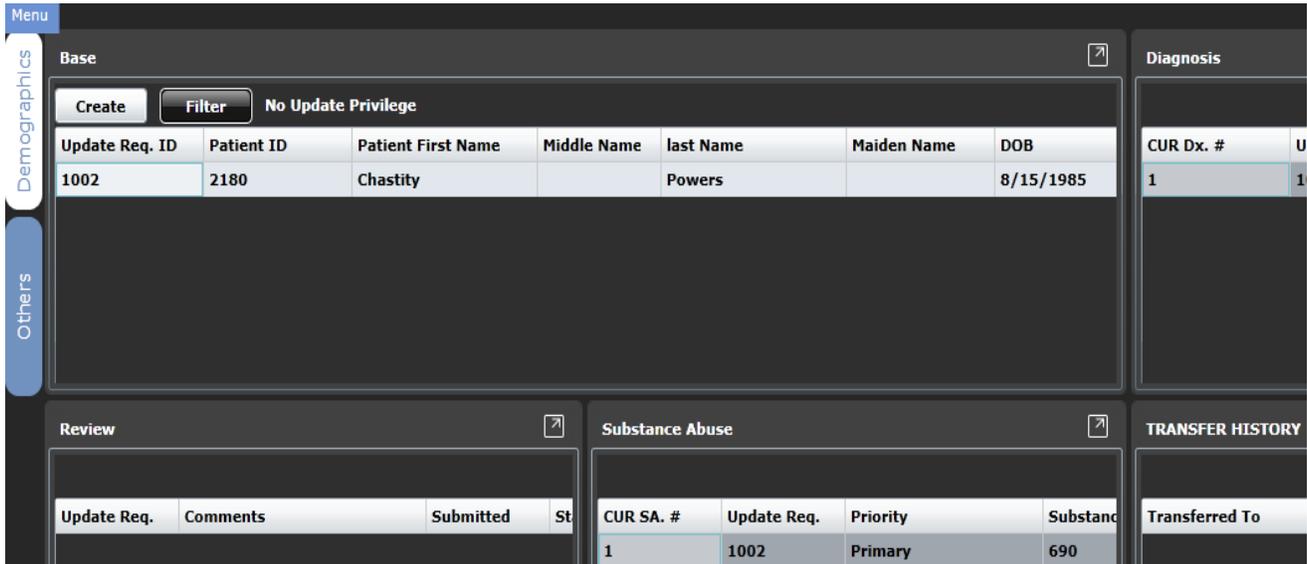
To search for a patient, click the **Filter** button. Once you've selected a client, their information will populate the surrounding tiles on the **Demographics** and **Others** tab.

> 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.

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 **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.

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.
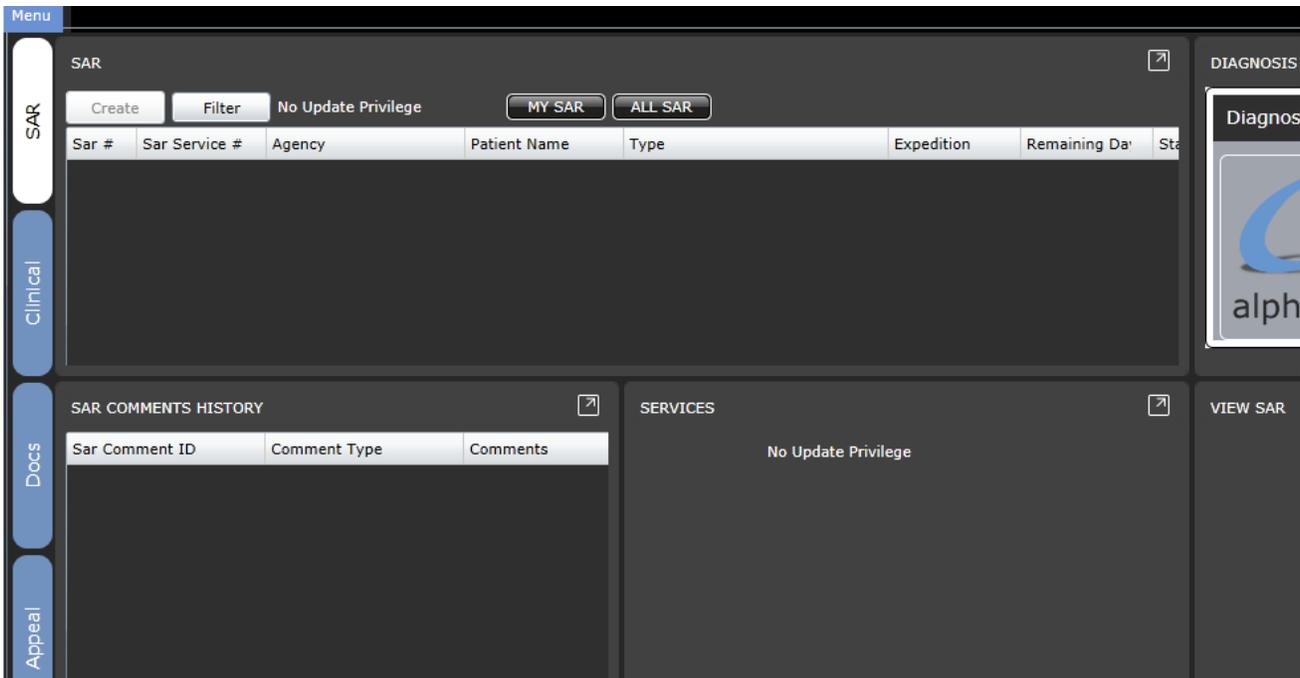
To enter a new SAR, hit the **Create** button. This will take you to the **SAR Entry** page.
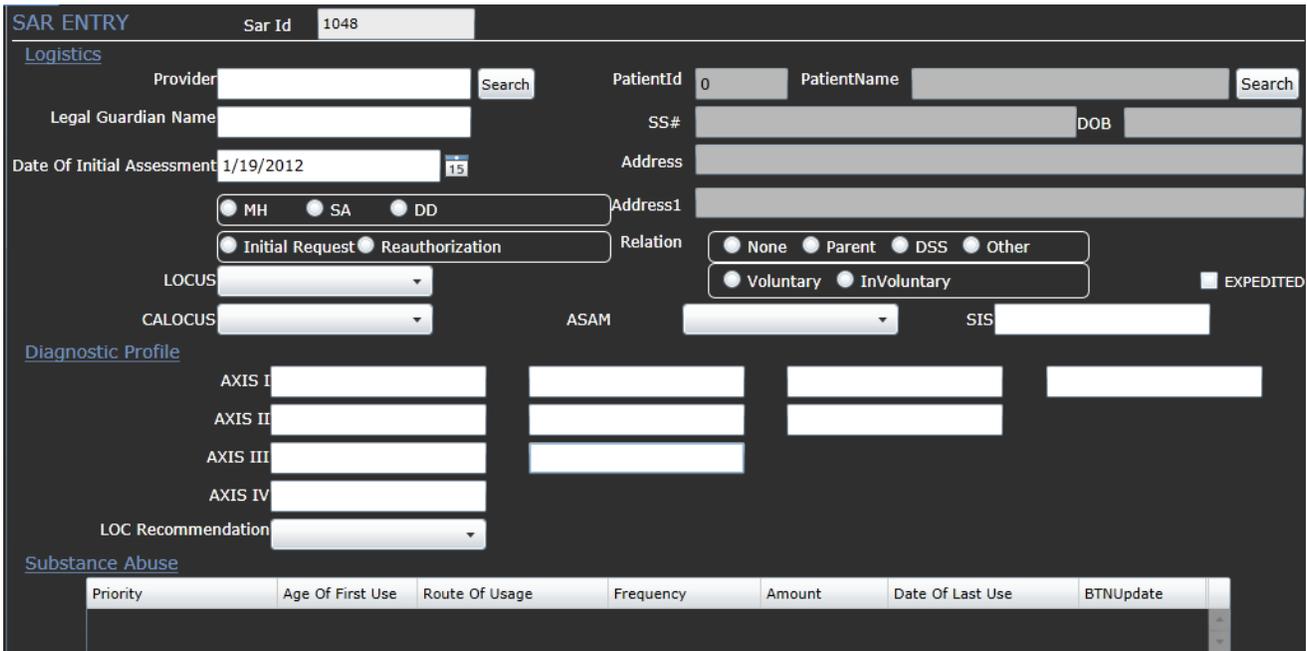
Enter the necessary information. Note that in certain fields, it will not let you enter text. In these cases, there will be either a [Search] or a [+] button, which will allow you to search for and/or enter data into those fields.

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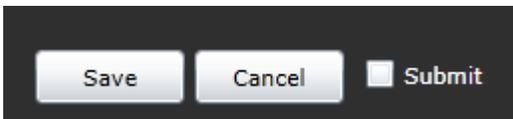
To submit the SAR for review, check the **Submit** checkbox, then hit the **Save** button. If you plan on working on it further, only click **Save**.

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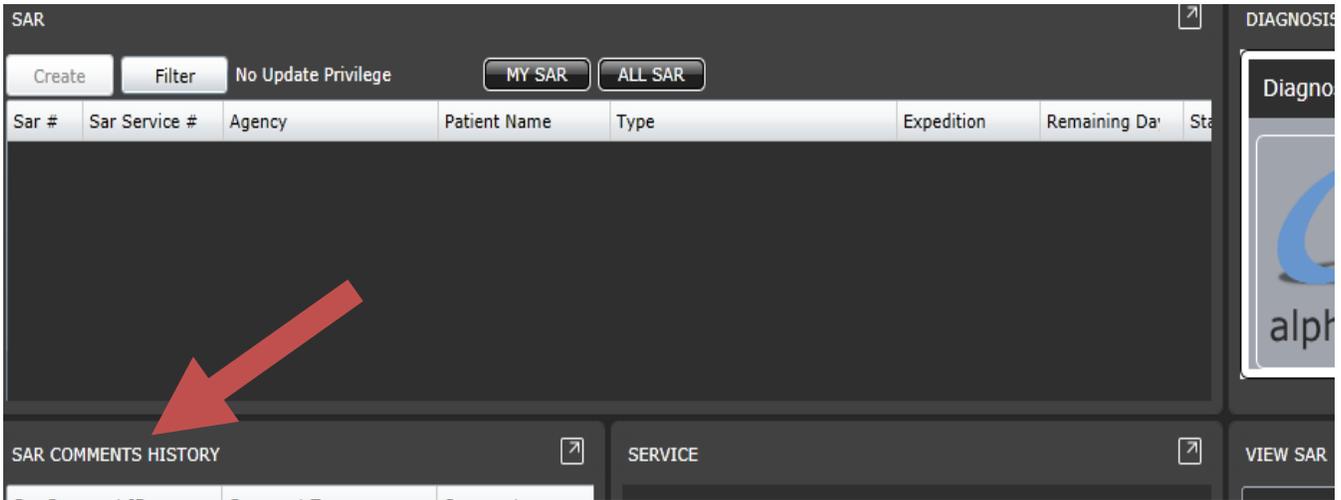
Once a decision has been made, you will find it under the **SAR** tab, in the **Services** tile. This will show you the MCO's decision, service by service, on if they have approved or denied your request.

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.
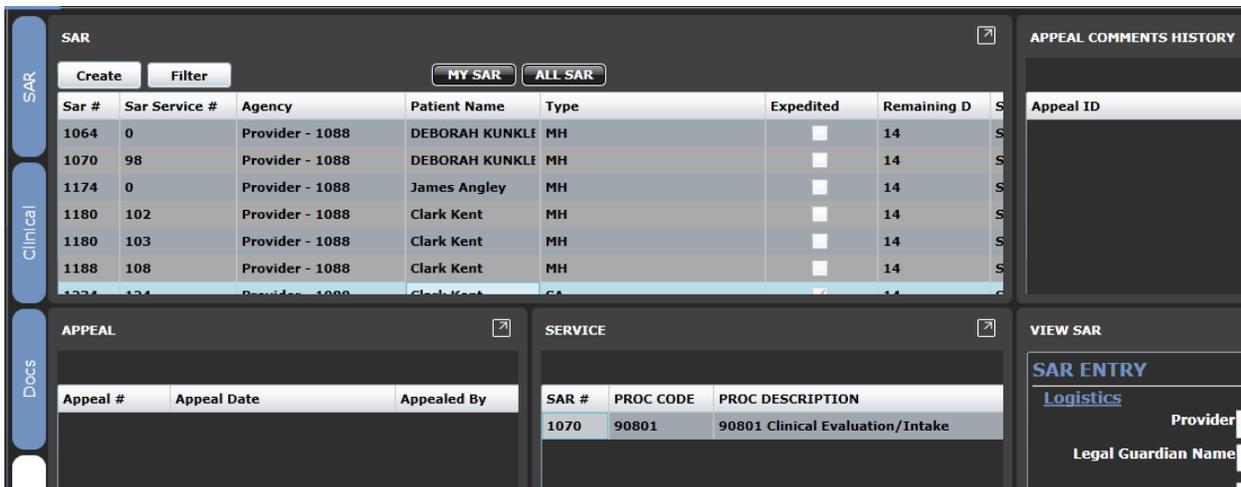
CLAIMS

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.

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.

At the bottom of the form, you will be presented with three options:
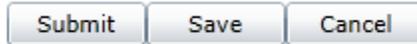
| Submit | Save | Cancel |

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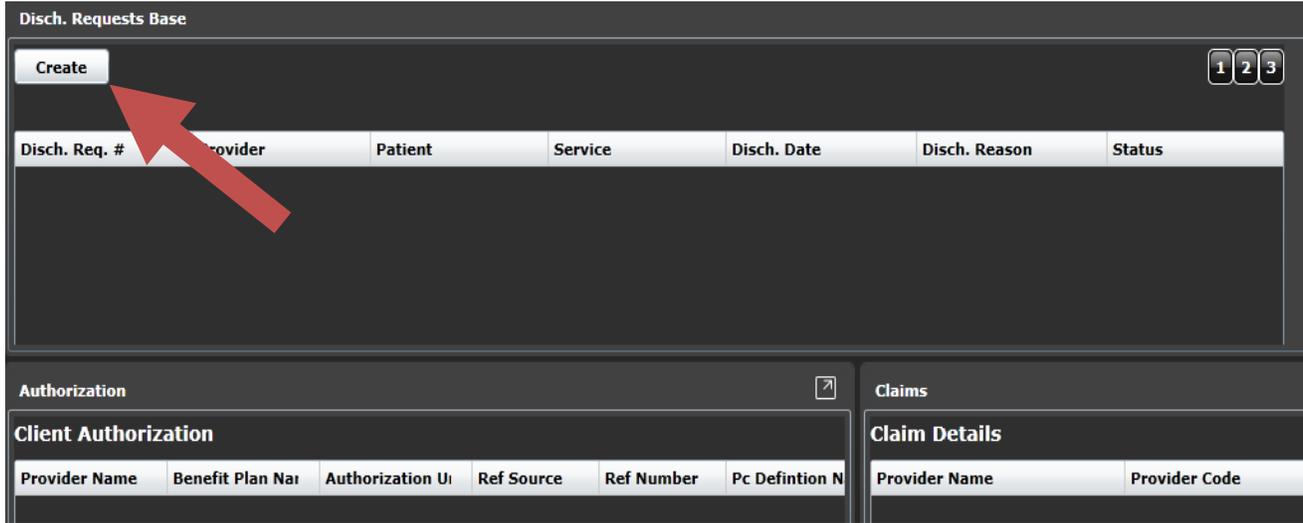
Note that any authorizations and claims will populate in the surrounding tiles if there is a pending discharge request. To create a request, click **Create**.
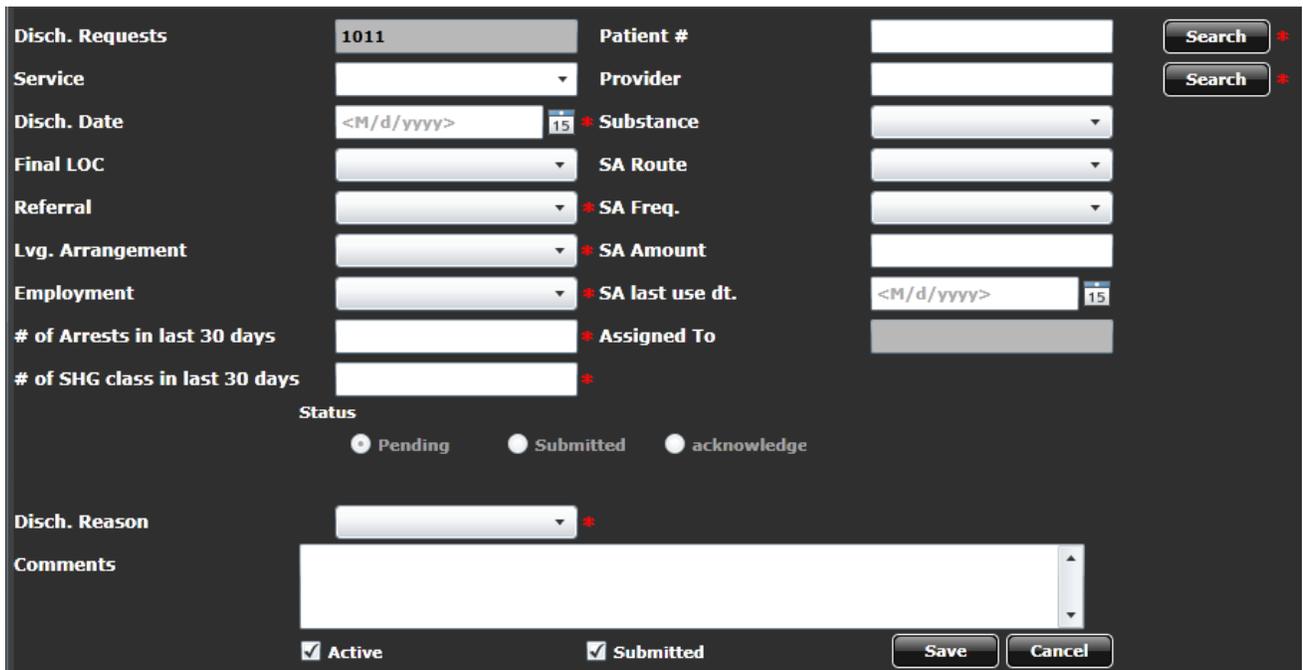

Enter the necessary information and any comments. To only save the request, uncheck the **Submitted**

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**.
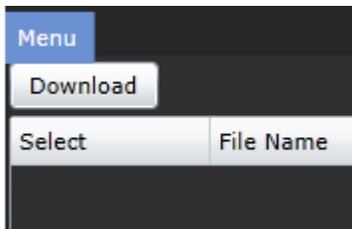
TRANSACTIONAL UPLOAD & DOWNLOAD Q

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.
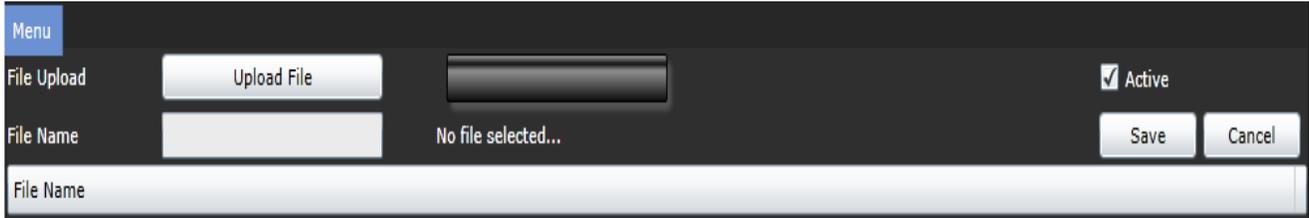
Click the **Upload File** button, choose the file from your local computer and click the **Save** button.
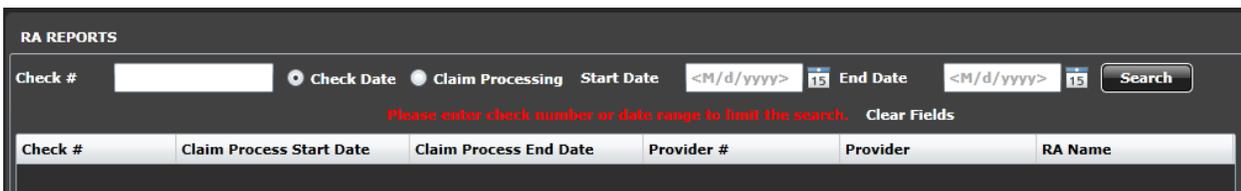
The **Dowload Q** module allows you to download files your MCO has waiting for you.

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.