# Table of Contents

- **Introduction** ................................................................................................................................................... 3
- **High Level Overview** ....................................................................................................................................... 3
- **Additional functionality for Alliance internal users.** ...................................................................................... 3
- **Accessing the Accreditation Module** ........................................................................................................... 4
- **Review and Accept a Provider Accreditation** ............................................................................................... 5
  - **Find the Submitted Accreditation** ............................................................................................................. 5
  - **Request More Information** ....................................................................................................................... 6
  - **Reviewing Provider Response** ................................................................................................................... 7
  - **Accept Accreditation Request** ................................................................................................................... 8
- **Dashboard** ..................................................................................................................................................... 9
  - **Time Frame Submitted** ............................................................................................................................. 9
  - **All Accreditation Statuses** ......................................................................................................................... 9
  - **Most Recent Submitted Providers** ............................................................................................................ 10
  - **Providers Needing Accreditation** ............................................................................................................. 10
- **Search Functionality** ....................................................................................................................................... 11
- **Export to Excel** ............................................................................................................................................... 12
- **Administration Tasks** .................................................................................................................................... 13
  - **Providers Requiring Accreditation** .......................................................................................................... 13
  - **New Providers** ............................................................................................................................................ 13
  - **List Administration** .................................................................................................................................... 14
Introduction

Welcome to the Provider Maintenance – Accreditation user guide for Alliance Health’s internal users. In order to meet the requirements of Bulletin J254 and others from the State of North Carolina, Alliance has developed and is expanding the Provider Maintenance Application. Accreditation is but one of several modules that will be developed to meet these needs. The State of North Carolina has decided to no longer track accreditation for Provider’s that require it. Instead, the LME/MCO’s are now responsible for tracking accreditation for Providers. Hence, the Accreditation module of Alliance’s Provider Maintenance Application has been created.

Alliance Internal users of the Accreditation module have been added to an Outlook mail group that will notify them when a new submission has been entered in the system. It will also allow for back and forth communication between the Provider and the internal user in case there is not sufficient information related to an accreditation entry.

High Level Overview

Below are the steps needed to process an Accreditation record from a Provider, from start to finish.

Step 1: Provider User enters Accreditation information
Step 2: Alliance internal user reviews the information
Step 3: Potentially, a back and forth exchange occurs between Alliance and the Provider to elicit more information.
Step 4: Alliance internal user accepts that Accreditation record
Step 5: When Accreditation is close to expiring, Provider User must enter new Accreditation information

Additional functionality for Alliance internal users.

Dashboard - Provider Maintenance will provide a comprehensive dashboard for all modules as they are developed.

Search Functionality – The Accreditation module allows you to search by the Status of an Accreditation, by the time frame of when an accreditation was submitted or by Expiry date.

Export To Excel – The Accreditation module allows the various search methods to get specific results and then it allows you to export those results to an Excel spreadsheet for further analysis.

Setup – Any time a new Provider is created in AlphaMCS, internal users must decide whether or not it requires Accreditation. Here you can also change the status of Providers already being tracked.
Accessing the Accreditation Module

To access the Accreditation module of Provider Maintenance, users must first log into Alliance’s Portal.

**Step 1:** Within the Alliance firewall/network or when accessing via VPN, access the portal by clicking [http://prod.portal.alliancehealthplan.org/Login](http://prod.portal.alliancehealthplan.org/Login). Enter network username and password and click the Login button.

**Step 2:** Click the Provider Maintenance link on the Home page.

**Step 3:** Click the Accreditation tab at the top of the page.
Review and Accept a Provider Accreditation

Find the Submitted Accreditation
Once you access the Accreditation module, you will see that there are many different statuses from which to choose. This is to allow internal users to access, view and export to Excel specific lists of Accreditations as needed.

**Step 1:** To find Submitted Accreditation requests, select the Submitted checkbox in Status checkbox. The search results will update automatically as you select.

**Note:** You will notice that if you select multiple Status checkboxes, the list of Accreditations to the right updates as you select each one.

**Step 2:** Click the Edit link that corresponds to the Accreditation you want to access.
**Step 3:** Review the Accreditation information, access the attached document and view the history as needed.

**Request More Information**
At times, the Accreditation request may not have sufficient information or something may be incorrect. The *Accreditation* module allows for back and forth communication with the Provider users via the Request More Info option.

**Step 1:** Select Request More Info in the Feedback field.
**Step 2:** Enter your questions/comments for the Provider user in the Feedback Comments (this field is required when you select Request More Info).

**Step 3:** Click the Update button.

**Note:** Clicking the Update button will send a notification out to the Provider (to all users registered for that provider) letting them know that additional information is needed for the Accreditation submission. Also, the Accreditation request has now become read-only and can only be updated by the Provider.

**Reviewing Provider Response**
Once the Provider provides the additional information, an email will be sent to the Alliance Accreditation group. At this point, users can access the application and request additional information or accept the Accreditation submission.

**Step 1:** Since the status has not changed, you must again select the Submitted checkbox in the Status field and click the Edit link that corresponds to the Accreditation.
Step 2: Review the changes made by the provider and decide whether you need additional info or can go ahead and accept the request.

Accept Accreditation Request
Once satisfied with the information in the accreditation request, you must accept it.

Step 1: Select Accepted from the Feedback field.

Step 2: Click the Update button.

Note: Clicking the Update button will send an email to the Provider (all registered users) that the Accreditation request has been accepted.
Dashboard
Once you access Provider Maintenance and expand the Accreditation selection on the Dashboard, you will see there are various different views and graphs displaying accreditation information.

Time Frame Submitted
The Time Frame Submitted section displays the number of accreditation requests you have received in 1 week, 1-2 weeks and 2+ weeks. This will help you to understand how much bandwidth is needed to process accreditation requests.

All Accreditation Statuses
The All Accreditation Statuses shows you the breakdown by status for all Accreditations in the system. You will see Submitted, Request More Info, Accepted, Expired and more.
Most Recent Submitted Providers
The Most Recent Submitted Providers shows a list of providers that have submitted an accreditation request recently and the date they submitted.

<table>
<thead>
<tr>
<th>Provider</th>
<th>Submitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance Test Provider</td>
<td>06/19/2018</td>
</tr>
</tbody>
</table>

Providers Needing Accreditation
The Providers Needing Accreditation list is linked to setup and displays a list of new providers created in Alpha that may need to submit accreditation information. Here you would access the Setup Providers link and select whether or not the provider needs to submit an accreditation request.

<table>
<thead>
<tr>
<th>Setup Providers</th>
<th>Date Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alfa Test Provider</td>
<td>01/23/2018</td>
</tr>
<tr>
<td>Bravo Test Provider</td>
<td>02/14/2018</td>
</tr>
<tr>
<td>Charlie Test Provider</td>
<td>02/14/2018</td>
</tr>
<tr>
<td>Delta Test Provider</td>
<td>03/22/2018</td>
</tr>
<tr>
<td>Echo Test Provider</td>
<td>04/17/2018</td>
</tr>
<tr>
<td>Foxtrot Test Provider</td>
<td>04/17/2018</td>
</tr>
<tr>
<td>Golf Test Provider</td>
<td>04/17/2018</td>
</tr>
</tbody>
</table>
Search Functionality

You have various options when it comes to searching and viewing Accreditation submissions.

<table>
<thead>
<tr>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select All</td>
</tr>
<tr>
<td>Submitted</td>
</tr>
<tr>
<td>Accepted</td>
</tr>
<tr>
<td>Accepted Targeted Monitoring</td>
</tr>
<tr>
<td>Expired</td>
</tr>
<tr>
<td>Request More Info</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time Frame Submitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select a Time Frame...</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expired</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expires within 30 Days</td>
</tr>
<tr>
<td>Expired for 30+ Days</td>
</tr>
</tbody>
</table>

1. Search by Status
2. Search by Time Frame Submitted
3. Search by Expiry

Additional Functionality

4. These arrows allow users to collapse each section of the search criteria
Export to Excel

On each page within Provider Maintenance that presents data in a list, the Export to Excel button allows you to export your list to an Excel spreadsheet. Click the button and follow the prompts to open Excel.
Administration Tasks

Providers Requiring Accreditation
Any new provider created in AlphaMCS is considered for requiring Accreditation based upon a set of criteria established when the Accreditation module was implemented. Access the page to maintain these providers by clicking Admin at the top of the page and choosing Provider Accreditation Required.

New Providers
New providers appear at the very top of the list of providers with neither a Yes or No designation. These providers need to be evaluated and a value chosen as to whether or not they require accreditation.

Note: Selecting or changing a value in this list automatically saves the record.
All other providers in this list have already been evaluated and may or may not require accreditation. This is where you can change that designation by changing the Yes/No value.

**Providers Requiring Accreditation**

<table>
<thead>
<tr>
<th>Provider</th>
<th>Name</th>
<th>Accreditation Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>987654</td>
<td>Ignite Test Provider</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>9988775</td>
<td>Juno Test Provider</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>4188</td>
<td>Kilamanjaro Test Provider</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>3141</td>
<td>LostInSpace Test Provider</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>2751</td>
<td>Massive Test Provider</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>2530</td>
<td>Nefarious Test Provider</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>1748</td>
<td>Occidental Test Provider</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>3653</td>
<td>Partial Test Provider</td>
<td>○ Yes ○ No</td>
</tr>
</tbody>
</table>