



SANDHILLS CENTER

Managing Mental Health, Intellectual/Developmental Disabilities and Substance Abuse Services
910-673-9111 (FAX) 910-673-6202 www.sandhillscenter.org Victoria Whitt, CEO

Alpha Slot Scheduler

- If the Provider does not have appointments available on the Slot Scheduler or if the Provider has not chosen to have an Open Access schedule, there will be no Referrals made by the Health Call Center.
- It is the Provider's responsibility to enter the accurate information into their Slot Scheduler and to keep this information up to date on a daily basis, as well as updating the status of the appointments scheduled.
- Download the Portal University Manual—this will be instrumental in successfully transitioning to Alpha MCS and navigating the Slot Scheduler.

Helpful tips specific to using the Slot Scheduler as a Sandhills Center LME/MCO Contracted Provider

- Depending on your Provider Agency's contract, you will see multiple sites on the left side. Please select the corresponding site that you'd like to set up appointments on; hit "Get Site Schedule". This will pull up the Slot Scheduler for the particular site. You do have the option to select multiple sites and work on them at the same time; however, this is not recommended until you're comfortable with the system. Once your site is up, double click on the date/time to enter the appointment information.
- **Subject:** an example would be MCO Referral or Clinical Intake
- **Description:** examples include ages served, special language, gender of therapist, any details specific to the appointment
- **Start/End Times:** you can change the times for full hour appointments by pressing the small button; you can change the times for any time range by clicking your cursor into the box and typing the correct times
- **Number of Slots:** for every number entered, this means you will have that many Intake Clinicians available to serve that many members. It is common for the Provider to only offer 1 slot at a given time (if you enter 2 slots available, it is expected and assumed that there are two Intake Clinicians available to serve 2 separate members at the same time)
- **Disability, Age Range, and Funding Source:** please select most appropriate option
- **Recurrence:** this is an option if you would like to repeat these appointments, either by the number of occurrences or to end by a certain date
- Once a referral is received, you will receive an email notification. You can view your slot 2 ways: going onto the date of the appointment through the Provider Scheduler OR Referral Search.

P.O. Box 9, West End, NC 27376
24-Hour Access to Care Line: 1-800-256-2452
TTY: 1-866-518-6778 or 711
Serving Anson, Guilford, Harnett, Hoke, Lee, Montgomery,
Moore, Randolph & Richmond counties



Number of Transfers: 0

Disability: MHSA
 Age Range: Adult
 Funding Source: All Funding

Update Cancel

Appointment Not Documented
 Attended
 Consumer Cancelled (Not Rescheduled)
 Consumer Cancelled (Rescheduled)
 No Show
 No Show and Reschedule
 Pick Up Order Served
 Provider Cancelled
 Rescheduled
 Scheduled

| Appt ID | Patient Name | Start Time | End Time |
|---------|--|------------|----------|
| 1961 | | 09:00AM | 09:30AM |
| 1988 | Harry Reid, Enrollment ID - 1875 (in progress) | 09:30AM | 10:00AM |
| 2015 | | 10:00AM | 10:30AM |
| 2042 | | 10:30AM | 11:00AM |

If Consumer reschedules, the below corresponding fields will activate for you to record the new time

| Acknowledgeme | New Date | New Start Time | New End Time | Notes | View Doc |
|-------------------------------------|---------------|----------------|--------------|-------|----------|
| <input type="checkbox"/> | <MM/dd/yy> 15 | | | Notes | View Doc |
| <input checked="" type="checkbox"/> | <MM/dd/yy> 15 | | | Notes | View Doc |
| <input type="checkbox"/> | <MM/dd/yy> 15 | | | Notes | View Doc |
| <input type="checkbox"/> | <MM/dd/yy> 15 | | | Notes | View Doc |

Click this box to indicate you have addressed this appt.

The provider may include Notes or supporting documents about the appt. Click Notes/View Doc on the appt line to view

- Within 24 hours of receiving notification of a referral, we require you to “Acknowledge” the appointment
- Within 48 hours of the appointment being attended (or any other options: rescheduled, no show, etc.) we require an update to the Appointment Status
 - *Please note:* **Provider Cancel** is to be used when the Provider Agency cancels the appointment; this is the only time we require a phone call ASAP to the Sandhills Center Call Center. You must report cancellations on the Agency’s part as soon as possible. Sandhills Center Call Center will then contact the member to reschedule with another Provider.
- There is also a Notes section where the Provider Agency can communicate back and forth with the Call Center.
- You can then go to [Enrollment Search](#) to view/print/update the Enrollment once the member has been assessed. If the member does not have an enrollment, a Call Center Screening was completed. You can find this attached to the slot on the Provider Slot Scheduler.

Frequently Asked Questions

- *Is the referral for a specific service (outpatient services, enhanced services, group home services, etc.)?*
Please keep in mind the appointments/referrals are for Clinical Assessment as we do not refer for a specific service; rather we ensure your agency can serve the needs of the member within their funding source.
- *How is the Provider chosen?*
The Call Center presents the different appointment times and options, then the member select a Provider. This is typically due to multiple factors, including availability and convenient distance.
- *What does Open Access on the Provider Slot Scheduler mean?*
The Open Access option means the Provider has not appointments. An example of a Provider that would be an Open Access Provider is Mobile Crisis Management; this service is available for referrals 24 hours a day/7 days a week and does not have appointments per se such as a typical office Provider would. Most Providers will not qualify to be an Open Access Provider.
- *What is the Provider Slot Scheduler Module?*
This module is the calendar tool where you will receive referrals and where you can place your own appointments. It is where you can update the status of the appointments and you can also view notes and documents.
- *We have made the decision to participate in the Provider Slot Scheduler. What's next?*
Contact Tonya McLean (1-800-256-2452, TonyaM@sandhillscenter.org).

Please note that while Sandhills Center Health Call Center is accessible 24/7, Tonya works Monday-Friday day shift