



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

Greetings valued Sandhills Center providers,

We are reaching out today to notify you of some exciting updates regarding our support for the Alpha+ system that will be going live on 4/5/2021.

As those of you who were in attendance of February's provider forum are aware, we will be ending our relationship with Wellsky's Alpha MCS system and moving forward with a new system called Alpha+. This system will continue using the same format as the current Alpha MCS System.

Your current AlphaMCS user login will remain your username for the new Alpha+ System, and will transfer over on 4/5/2021. You will receive an email soon with a temporary password that you can use to login to Alpha+ on 4/5/2021. Upon your first login to the new Alpha+ system, you will be asked to create a new password.

***please note- if you are a multi-account user, someone from Sandhills Center will be in contact soon via to determine which of your accounts will remain your primary login for Alpha+. All other providers/contracts associated with you will then be available to you in a dropdown in the new system, and you will continue with one login as of 4/5/2021.*

- You will also be given the opportunity to set up Agency Admins for each Agency/Site. Agency Admins will have full access to the Alpha+ Portal, and will be the users responsible for requesting new account access or update existing access.

We would also like to announce the launch of the **Sandhills Center Provider Support Portal**. This web-based portal is a "one stop shop" for your support needs with Sandhills Center, and the Alpha+ system in particular. On this portal you can request assistance with all aspects of the Alpha+ portal, as well as obtain answers to questions regarding claims and finance.

Each current Alpha MCS user that is considered active and has logged in to the portal within the last 6 months were automatically issued an account and should have received an activation email from support@sandhillscenter.freshdesk.com. Users who have not received an activation email are able to create their own user accounts as well. Please see the Support Portal Guide for additional information on how to create an account.

- Current Multi-Account users will have a Support Portal account created based on the information given regarding which account will remain as primary.
- Each user will only have access to their own Support Portal Tickets.
- Only those individuals who are designated as Agency/Site Admin will have access to all Support Portal tickets for their Agency.
- Please submit a ticket as soon as possible to set up Agency Admins for your Agency/site upon gaining access to the portal. There is a separate ticket category for this process.

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



A guide for the new Support Portal which includes the URL is also available on the Sandhills Center Website. This guide gives detailed information for how to setup an account using the activation email, how to request a new account if you did not receive an activation email, as well as how to put in and review work tickets and questions.

Please begin using the Support Portal as soon as you receive your activation email for all Alpha related concerns/requests. Providers can cease emailing requests and questions, and begin using this portal **immediately**. Updates and information regarding the transition to Alpha+ will be available on the Support Portal moving forward.

Important Reminders:

- We have asked all providers to cease submission to the Alpha MCS portal as of 4/2/2021 at 5:00p. ***Any information that is attempted to be submitted after this time will be rejected.*** Providers will be able to begin submitting to the new Alpha+ portal on 4/5/2021 at 8:00 a.m.
- The URL for the new Alpha+ System will be: <https://alphaplusshc.com/portallogin>
- All Claims submissions must be completed by 4/2/2021 at 5:00p to be processed. Any claims not submitted by 4/2/2021, either through the portal or via a clearinghouse, will need to be held and submitted through the new Alpha+ system on 4/5/2021.
- **If your agency utilizes EDI to submit claims and you have not received your new hostname information, please submit a ticket through the portal and someone will assist you.**
- Providers using AlphaFlex as their clearinghouse should be advised that Alphaflex will be decoupled from our system as of 4/2/2021 at 5:00p. Please contact AlphaFlex for additional information.
- **Moving forward, information related to the transition to Alpha+ including any updates will be available on the Support Portal.**
 - Sandhills center has also set up a section of our website dedicated to Alpha+: <https://www.sandhillscenter.org/alpha>

Should you have any questions or concerns regarding the Alpha+ system or the transition, please submit them via the Support Portal so that we can best serve you.

Thank you,

Sandhills Center Team