



SANDHILLS CENTER

Customer Services Department — Health Call Center

- 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 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 Clinical Assessment or Clinical Intake
Description: examples include ages served; special language; gender of therapist; any details specific for 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 Clinicians available to serve that many Clients (if you enter 2 slots available, it is expected and assumed there are two Clinicians available to serve two separate Clients at the same time)
Disability, Age Range, and Funding Source: please select most appropriate option
Recurrence: this is an option if you’d like to repeat these appointments—by 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 appointments two ways: going onto the date of the appointment through the [Slot Scheduler](#) OR [Referral Search](#).

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

Appointment Statuses: 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	Status
1961		09:00AM	09:30AM	Scheduled
1988	enrollment ID - 1875 (in progress)	09:30AM	10:00AM	Scheduled
2015		10:00AM	10:30AM	
2042		10:30AM	11:00AM	

Appointment Details:

Acknowledgement	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

Annotations:

- Click this box to indicate you have addressed this appt.
- If Consumer reschedules, the below corresponding fields will activate for you to record the new time
- 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 (see above).
- Within 48 hours of the appointment being attended (or any other options: rescheduled, no show, etc) we require an update to the Appointment Status (see above).
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 MCO Call Center. You must report cancellations on the Agency’s part as soon as possible. We will then contact the Client 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 Patient has been assessed.

Frequently Asked Questions

- *Is the referral for a specific service (outpatient services, enhanced services, etc)?*
 Please keep in mind the appointments/referrals are for Clinical Assessments as we do not refer for a specific service; rather we ensure your agency can serve the needs of the Patient within their funding source.
- *How is the Provider chosen?*
 The Call Center presents the different appointment times and options, then the Patient selects their Provider. This is typically due to multiple factors, including availability and convenient distance.
- *What does Open Access on the Slot Scheduler mean?*
 The Open Access option on the Slot Scheduler means the Provider has no 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.
- *What is the Slot Scheduler Module?*
 This module replaced the Calcium Calendar on April 15, 2014. 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 be participating Provider, what’s next?*
 You must contact one of the Call Center AlphaMCS Experts to become a participating Provider. If you do not contact us, you will not receive referrals via the Slot Scheduler.

Questions/Concerns?

Please contact our Department’s AlphaMCS Experts:

Emily Colebrook, LCSW 1-800-256-2452 emilyc@sandhillscenter.org	Tonya McLean, LPC 1-800-256-2452 tonyam@sandhillscenter.org
Anson, Harnett, Hoke, Montgomery, Moore, Richmond Counties	Lee, Guilford, Randolph Counties

*Please note that while our Health Call Center is accessible 24 hours/day—7 days/week,
 Emily & Tonya work Monday-Friday day shift.*