

## Frequently Asked Questions

- 1) Can Alliant accept CD's:

**Answer:** Yes. Alliant can accept CD's and large volume paper records. They should be mailed to:

Alliant ASO  
Attn: NC EMS  
P.O. Box 105031  
Atlanta, Ga. 30348

- 2) My Name isn't in the drop-down.

**Answer:** You can contact your local Portal Administrator or email me at [jay.jones@allianthealth.org](mailto:jay.jones@allianthealth.org)

- 3) Who is my local Portal Administrator?

**Answer:** A list will be attached to the information under the Home tab.

- 4) My file is too large to attach. What can I do?

**Answer:** Files less than 50mb in size can be emailed to [nc-ems@allianthealth.org](mailto:nc-ems@allianthealth.org).

Contact your local IT department or the hospital submitting the records to request compressing the records.

If the records have been scanned in the office, make sure the scan is a document NOT an image.

- 5) I can't attach my records in Contact Us.

**Answer:** You must select "Submit", then scroll back down to have the option to attach.

- 6) What is the status of my case?

**Answer:**

MRS – Packet Complete: pending assignment to a nurse for review

Nurse – Pending: pending review by nurse

Physician – Pending: pending review by Physician

- 7) When I select a tab, it goes back to the log-in screen or previous screen.

**Answer:** Clear browser history. This is the only known fix.