

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

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.

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.