

Guidance on using the AlphaMCS Claims Dump File



What is the AlphaMCS Claims Dump File?

The AlphaMCS Claims Dump File is a repository of claims adjudication detail that is a provider-specific, useful source of information about the status of claims. Prior to calling the Vaya Health Claims Division, review this worksheet and training to understand how to access your Claims Dump File.

Claims staff no longer accepts inquiries for the status of claims. Please ensure you can use and view this file.

AlphaMCS Portal Claims Dump

- Located in the Download Q of the AlphaMCS Provider Portal
- Contains six months of all claims adjudication detail
- Other files exist for members enrolled and for authorizations.

Click here to access a complete “how-to” on the Claims Dump File.

AlphaMCS Guidance Document

- AlphaCM has created a guidance document: AlphaMCS Portal Claims Dump File (click the button above).
- The document is available [through the AlphaMCS Portal University](#).

Provider Support Resources

- The Vaya Health AlphaMCS Provider User Group meets quarterly via conference call.
- The user group is a collective of providers who partner with Vaya to focus on claims-related issues and concerns and to offer solutions. If you are interested in participating, contact group facilitator Kyla Wells:

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