

Alabama Medicaid Quick Reference Guide

Verifying Eligibility

You can verify eligibility by any of the following methods:

1. Provider Web Portal

- Intended for providers, clerks, and trading partners
- Access the Provider Web Portal at:
<https://medicaid.alabama.gov/>

2. Automated Voice Response System..... 1-800-727-7848

- Touch-Tone Telephone
- 32 lines
- 7 days a week
- 21 hours a day
- FAX-back

Keypad codes for letter entry:				
A - *21	G - *41	M - *61	S - *73	Y - *93
B - *22	H - *42	N - *62	T - *81	Z - *12
C - *23	I - *43	O - *63	U - *82	
D - *31	J - *51	P - *71	V - *83	
E - *32	K - *52	Q - *11	W - *91	
F - *33	L - *53	R - *72	X - *92	

3. Provider Electronic Solutions (PES)

- PC Software available at no charge
- On-line real time environment
- Software is available for download at
www.medicicaid.alabama.gov or by calling 1-800-456-1242

4. Point of Service

- Credit card terminals and receipt printers can be purchased from various companies

5. Provider Assistance Center..... 1-800-688-7989

- Available Nationwide
- Hours of Operation 8:00 A.M. – 5:00 P.M. (CST)

Note: The primary function of the Provider Assistance Center is to assist providers with billing issues.



AVRS “Quick Guide” 1-800-727-7848

Press 1 Check Amounts

- Press 1 To repeat the message
- Press 2 Another Provider/NPI Number

Press 2 Claim Status

- Press 1 For Pharmacy claims
- Press 2 For non-Medicare claims
- Press 3 For Medicare-related claims
 - Press 1 To repeat the message
 - Press 2 To check another claim for same recipient
 - Press 3 To check a claim for another recipient
 - Press 4 Another Provider/NPI Number

Press 3 Eligibility, Benefits, or Other Insurance

- Press 1 To receive a FAX only response
- Press 2 To receive a voice only response
- Press 3 To receive both FAX and voice response
 - Press 1 Eligibility
 - Press 2 Benefit Limits
 - Press 3 Other Insurance
 - Press 1 To repeat message
 - Press 2 To continue
 - Press 1 To check eligibility, benefits, or other insurance for same recipient
 - Press 2 Another recipient
 - Press 3 Another Provider/NPI Number

Press 4 Drug Pricing/NDC Information

- Press 1 To repeat message
- Press 2 Another Provider number
- Press 3 Another NDC for same provider
- Press 4 To verify prior authorization number

Press 5 Procedure Code Pricing Information

- Press 1 To repeat message
- Press 2 To check another procedure code for same provider
- Press 3 Another modifier for same procedure
- Press 4 Another Provider/NPI Number

Press 6 Prior Authorization Number Verification

- Press 1 To enter NDC
- Press 2 To enter procedure
- Press 9 To return to the main menu

Press 7 Recipient Household Information

- Press 1 To receive a FAX only response
- Press 2 To receive a voice only response
- Press 3 To receive both FAX and voice response
 - Press 1 To repeat this information
 - Press 2 To enter another Provider/NPI Number
 - Press 3 Another Recipient Number
 - Press 4 Another Date of Birth for same parent/guardian

Press 8 Provider Eligibility Date Verification

Press 0 Provider Assistance Center

Press * Main Menu Function

Press # To signal the end of requested data

Important Telephone Numbers for Alabama Medicaid Agency

Long Term Care

Provider Management1-800-688-7989

Recipient Management..... 1-800-362-1504

- Home and Community Based Waiver Services
- Home Health Services
- Hospice Services
- Nursing Home Care
- Private Duty Nursing (children under 21 only)
- Targeted Case Management
- Therapies, in home (children under 21 only)
- Technology Assisted Waiver for Adults

Medical Services

Provider Help Line 1-800-688-7989

Provider/Recipient Help Line 1-800-362-1504

Recipient Help Line FAX 334-215-4140

- Ambulance Services
- Ambulatory Surgical Centers
- Dental Program
- EPSDT (Early and Periodic Screening, Diagnosis and Treatment/Well-Child Health Checkups)
- Eye Care
- Durable Medical Equipment
- Family Planning
- Federally Qualified Health Centers
- Hearing Services
- Hospital Program
- Laboratory Services
- Mental Health Services
- Pharmacy Program
- Physicians Program
- Radiology Services
- Renal Dialysis
- Rural Health Clinics
- Therapies, not in home
- Transplants
- Transportation, air (children under 21 only)

Other Services

- Managed Care Program 334-242-5630
- Maternity Care Program800-362-1504
- Prenatal Education..... 334-353-3562
- Plan First888-737-2083
- FAX334-353-9356

Suggestions or information you would like to have included in future Quick Reference Guides are welcomed. Please email your suggestions to WebWork@medicaid.alabama.gov

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Prior Authorization/Providers.....1-800-688-7989

Prior Authorization/Recipients 1-800-362-1504

- Durable Medical Equipment
- Eye care
- Home Health, additional visits (children under 21 only)
- Inpatient psychiatric admissions (children under 21 only)
- Private Duty Nursing (children under 21 only)
- Therapies, in home (children under 21 only)
- Ambulance (ground); Ambulance (air)

Prior Authorization

- Cardiology and Radiology
 - EviCore..... 855-774-1318
 - FAX 888-693-3210
 - Website www.evicore.com
- Dental Services (children under 21 only)..... 334-215-5014
- Medical and Quality Review (PAs, Long Term Care, & Hospice)
 - Kepro.....800-426-7259
800-472-2902
 - FAX.....833-536-2134
833-536-2136
- Pharmacy
 - Kepro 800-748-0130 ext. 2020
 - FAX 800-748-0116

Third Party Division

- To report new or cancelled health insurance:
Patient's last name begins with:
 - A-H 334-242-5249
 - I-P 334-242-5280
 - Q-Z 334-242-5254

or Medicaid website:

Providers/Benefit Coordination/Third Party/Update Health Insurance Information

- Injury Questionnaires 1-877-252-8949
- Medical Records 1-877-252-8949

or Medicaid website:

Providers/Benefit Coordination/Third Party/Release of Information

- Subrogation Recovery 1-877-252-8949
- Medicare premium payments (buy in) 334-242-5268
334-242-5257
- Medicare Advantage Plans334-353-3403
- Dual Eligibility (Medicare/Medicaid) claim problems
334-353-3403
- Health Insurance Premium Payment (HIPP Program)
1-855-692-5447
- Other questions334-242-5269

Information/All.....334-242-5000

Information/Medicaid recipients & providers regarding policies & procedures &/or administrative claim reviews

1-800-362-1504

Alabama Medicaid Website: <http://medicaid.alabama.gov/>