

Your Guide to
Alabama
Medicaid





***Your Link to Alabama Medicaid
is just a click away!***

Recipients can find useful information from the Alabama Medicaid website, www.medicaid.alabama.gov.

Click on the **Recipients** tab

What you will find:

- online applications
- answers to your questions
- contacts to people who can help you
- forms you need
- educational materials
- links to other programs and agencies
- Spanish-language documents
- advance directive information

Set up a “My Medicaid” account *My Medicaid* is a secure online website where you can find information about your Medicaid account and make changes.

On *My Medicaid* you can:

- check your Medicaid status
- replace a lost or damaged Medicaid card
- see the number of doctor visits you have left
- change your address on file

Your Guide to Alabama Medicaid

A Summary of Covered Services



Information current as of October 2023

Visit the Medicaid website at
www.medicaid.alabama.gov
for the latest details.

Welcome to Medicaid!

Please read this handbook

- It tells you about the medical services that Medicaid covers.
- It tells you about the medical services that Medicaid does not cover.
- It also tells you what your rights and duties are when you have Medicaid.

Alabama Medicaid Agency
1-800-362-1504

**When you call, have your Social Security
or Medicaid number ready.**

TDD: 1-800-253-0799

(TDD is a special device for the hearing impaired)

All information in this booklet is general and may change.

**To make sure you get the latest information, call the
Alabama Medicaid Agency, or visit the Agency
website at www.medicaid.alabama.gov.**

All Medicaid services are made available in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990.

Complaints concerning these matters should be directed to the Civil Rights Coordinator, Alabama Medicaid Agency.

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Who provides Medicaid services?

Healthcare providers give Medicaid services. Providers include doctors, dentists, optometrists, hospitals, drug stores, nursing homes, labs, rural health clinics, community health centers, health care centers for the homeless, federally qualified health centers, ambulatory surgical centers, nurse practitioners, nurse midwives, and physician assistants.

Make sure you ask any health care provider before your visit if he or she will take your Medicaid before any medical service is given. Some healthcare providers may not take Medicaid.

Some health care providers outside of the General Medicaid Population can choose to take Medicaid for one person, but not another.

Receiving medical services

In order for Medicaid to pay for your medical services:

- You must be covered by Medicaid at the time you get your medical service,
- You must be getting a medical service that is covered by Medicaid, and
- You must not have used up all of your covered services.

If you have used up all of your covered services, Medicaid will not pay for extra medical services.

You may be asked to pay a small part of the cost of some medical services you get. This is called a copayment. Medicaid will pay the rest. You will pay this copayment to the doctor, clinic or other provider. See page 15 for the copayment amounts.

Medical services covered by Medicaid

Coverage for SOBRA children stops at age 19.

Ambulance Services: See page 13.

Dental Services for recipients under 21 years of age:

Medicaid pays for dental services if the recipient is eligible for full Medicaid. Most children are no longer eligible after turning 19 unless they are eligible for another category.

Dental Services for pregnant recipients: Medicaid pays for dental services for all pregnant recipients age 21 and older during their pregnancy until 60 days after birth or the end of the pregnancy.

Doctor Services: Medicaid pays for 14 doctor visits per calendar year. Additional visits are available for children through the EPSDT program (see page 21). These include visits to the doctor's office, emergency room, and healthcare clinics. Medicaid also pays for 16 days of doctor's care when the recipient is in a hospital.

Eye Care Services: Medicaid pays for eye exams and eyeglasses once every two calendar years for recipients 21 years of age or older. Medicaid pays for eye exams once a year for children, or more if medically necessary. Contact lenses may be provided only under certain conditions and when approved ahead of time.

Family Planning Services: Family planning services are available to women of childbearing age and men of any age.

Birth control methods covered by Medicaid include birth control pills, IUDs, diaphragms, shots, and implants. Medicaid pays for women, age 21 and older, to have their tubes tied and for vasectomies for men, age 21 year and older.

Consent forms must be signed at least 30 days before surgery.

Call your doctor, nurse midwife, county health department or family planning clinic for this surgery.

Family planning services do not count against regular doctor's office visits.

Preventive Health Education Services: Medicaid pays for classes on preparing for childbirth and preventing teenage pregnancy. Hospitals, county health departments, and other groups offer these classes.

Hearing Services (for recipients under 21 years of age): Medicaid pays for one hearing screening every calendar year beginning at 5 years of age and for hearing aids. Additional covered services may be available if medically necessary.

Home Health Services: Medicaid provides for certain medical services in your home if you have an illness, disability, or injury that keeps you from leaving home without special equipment or the help of another person.

Services can be part-time or off-and-on during a certain period of time. These services may keep you from needing hospital or nursing home care. Certain medical supplies, equipment, and appliances which can be used in the home are also covered with some limits.

Hospice Services: Medicaid pays for hospice care for terminally ill persons. There is no limit on hospice days. Covered hospice services include nursing facility care, medical social services, doctors' services, short-term inpatient hospital care, medical appliances and supplies, medicines, home health aide and homemaker services, therapies, counseling services, and nursing home room and board.

Hospital Services: Medicaid covers inpatient care and outpatient services.

1) Inpatient Hospital Care - Medicaid inpatient days are unlimited as long as hospital care is medically necessary. Coverage is for a semiprivate room (2 or more beds in a room). If you ask for a private room, you must pay the difference in the cost.

2) Outpatient Care - Medicaid pays for emergency and non-emergency outpatient hospital visits when medically necessary. There are no limits on outpatient hospital visits for lab work, x-ray services, radiation treatment, or chemotherapy.

Medicaid pays for 3 **outpatient** surgical procedures per calendar year if the surgeries are done in a place called an **Ambulatory Surgical Center**.

3) Psychiatric Hospital Services - Medicaid pays for medically necessary services in a psychiatric hospital for children under 21 years of age and adults over age 65.

Laboratory and X-Ray Services:

Medicaid pays for laboratory and X-ray services when these are medically necessary.

Maternity Services: Medicaid pays for prenatal (before the baby is born) care, delivery and postpartum (after the baby is born) care. Medicaid also pays for prenatal vitamins. See page 19 for more information about the **Maternity Services**.

Mental Health Services: Medicaid pays for treatment of people diagnosed with mental illness or substance abuse. The treatment is provided through licensed psychologists or community mental health centers for eligible children and adults, and through the Department of Human Resources (DHR) and the Department of Youth Services (DYS) for children under 21 years of age being served by DHR and DYS.

The services received from a community mental health center do not count against regular doctor's office visits or other Medicaid covered services.

For Medicaid mental health services, visit the Agency website, www.medicaid.alabama.gov. Select the *Programs* tab, *Mental Health Services*.

Intensive Home-Based Services

1) Autism Spectrum Disorder (ASD) - The Department of Mental Health (DMH) administers coverage of intensive home-based services for children and youth with ASD. These services are provided through professionals approved by DMH. Coverage details can be found in the Medicaid Provider Billing Manual, Chapter 110.

More information is available on the Alabama Department of Mental Health website at www.mh.alabama.gov. Select the *Find Help* tab, *Autism* link.

2) Serious Emotional Disturbance (SED) - The Department of Mental Health (DMH) administers coverage of intensive home-based services for children and youth with SED. These services are provided by Community Mental Health Centers (CMHCs). Coverage details can be found in Medicaid Provider Billing Manual, Chapter 105.

More information is available on the Alabama Department of Mental Health website at www.mh.alabama.gov. Select the *Find Help* tab, Children / Adolescent, *Serious Emotional Disturbance* link.

3) Applied Behavior Analysis (ABA) – ABA Therapy can be provided by a qualified behavior analyst, psychologist, psychiatrist, or services under their supervision for children and youth with autism spectrum disorder (ASD) who need ABA Therapy. These services are provided by individual professionals enrolled as Medicaid providers.

Nurse-Family Partnership (NFP): Medicaid covers NFP services including home visiting services for eligible pregnant recipients before and after the baby is born, and infant care until the child reaches age two.

Nurse Midwife Services: Medicaid covers nurse midwife services for maternity care, delivery, routine gynecology services, and family planning services.

Nursing Home Care Services:

Medicaid pays for nursing home room and board and medicines prescribed by a doctor.

In certain hospitals, nursing home care services are provided to Medicaid patients who are waiting to go into a nursing home, if they meet the guidelines for nursing home care. This is called **Post Hospital Extended Care (PEC)**.

Medicaid also pays for long term care for people who are intellectually disabled.

Out-of-State Services: Covered Medicaid services in Alabama may be covered out-of-state if the conditions below are met.

- It would be hazardous to have you travel back to Alabama for treatment.
- The medical services needed are more readily available in the other state.
- An out-of-state medical provider has a contract with Medicaid in Alabama.

The medical provider must agree to enroll as a provider with the Alabama Medicaid Agency. Some services must be approved before the service can be given by an out-of-state provider.

Prescription Drugs: Medicaid pays for most medicines ordered by the doctor. There are some drugs that must be approved by Medicaid ahead of time.

For some recipients, Medicaid limits the number of brand name drugs each month. Your doctor or pharmacist can tell you which drugs are paid for by Medicaid.

Renal Dialysis Services: Medicaid pays for 156 outpatient dialysis treatments each year for recipients with kidney failure. Medicaid also pays for certain drugs and supplies.

Transplant Services: Medicaid pays for some organ transplants. If a transplant is needed, the recipient's doctor will work directly with Medicaid to arrange for the transplant.

Home and Community-Based Waivers

Medicaid pays for services for certain disabled clients who prefer to stay in their home rather than be admitted to a nursing home. Find out more about these waivers on Medicaid's website or contact the following:

- **Alabama Community Transition Waiver (ACT)** - Call Alabama Department of Senior Services at 1-877-425-2243.
- **Elderly and Disabled Waiver (E&D)** - Call Alabama Department of Senior Services at 1-800-243-5463.
- **Living at Home Waiver (LAH)** - Call Alabama Department of Mental Health at 1-800-361-4491.
- **State of Alabama Independent Living Waiver (SAIL)** - Call Alabama Department of Rehabilitation Services at 1-844-602-7245.
- **Technology Assisted Waiver for Adults (TA)** - Call Alabama Department of Senior Services at 1-800-243-5463.
- **Intellectual Disabilities (ID) Waiver** - Call Alabama Department of Mental Health at 1-800-361-4491.
- **Community Waiver Program (CWP)** - Call Alabama Department of Mental Health at 1-800-361-4491.

Program of All-Inclusive Care for Elderly (PACE)

PACE provides community-based care and services to elderly and disabled adults in Baldwin and Mobile Counties who would otherwise need nursing home care. Call 1-855-367-6562.

Transportation

1) Ambulance Services - Medicaid pays for ambulance services only when medically necessary. (Medical necessity is determined by a set of guidelines and is related to the



condition of the patient at the time of transport.) Medicaid will not pay for an ambulance service if another means of transportation can be used without harming the health of the patient.

2) Non-Emergency Services - The Medicaid Non-Emergency Transportation Program is set up to help cover the cost of transportation to and from medically necessary appointments if Medicaid recipients have no other way to get to their appointments without obvious hardship. Medicaid issues payments for these medically necessary appointments. These rides must be approved by Medicaid ahead of time before payment is made.

If you need help to pay for a ride to a medical doctor or other medical appointment, call 1-800-362-1504. The call is free.

Medical services NOT covered by Medicaid

Below is a partial listing of some goods and services that are not covered by Alabama Medicaid.

Medicaid will NOT pay for:

- Cosmetic surgery or procedures
- Dental services for recipients aged 21 and older, except during pregnancy until 60 days after birth or the end of the pregnancy
- Dental services for women who are eligible for family planning services only
- Dental services, such as routine orthodontic care (braces), routine partials, dentures or bridgework, gold caps or crowns, or periodontal or gum surgery
- Hearing services for recipients aged 21 and older
- Hospital meal trays or cots for guests
- TV rentals and VCRs in hospital rooms
- Infertility services or treatment
- Recreational therapy or experimental treatments, supplies, equipment or drugs
- Respiratory therapy, speech therapy, and occupational therapy for recipients aged 21 and older
- Services or treatment if a person is not eligible for Medicaid
- Sitter services
- Any service not covered under the State Plan for Medical Assistance

Copayments for Medicaid services

You may be asked to pay a small part of the cost (copayment) of some medical services you receive. Medicaid will pay the rest. Providers cannot charge any additional amount other than the copayment for Medicaid covered services. Services cannot be denied if you are not able to pay the copayment.

Federal law allows Medicaid to charge up to the maximum copayments for covered services as listed below:

Services	Amount You Pay
Doctor visits	\$1.30 to \$3.90 for each visit
Optometric (eye care) services	\$1.30 to \$3.90 for each visit
Certified nurse practitioner visits	\$1.30 to \$3.90 for each visit
Healthcare center visits	\$3.90 for each visit
Rural health clinic visits	\$3.90 for each visit
Inpatient hospital	\$50 for each admission
Outpatient hospital	\$3.90 for each visit
Prescription drugs	65¢ to \$3.90 for each prescription
Medical equipment	\$1.30 to \$3.90 for each item
Supplies and appliances	65¢ to \$3.90 for each item
Ambulatory surgical centers	\$3.90 for each visit

You DO NOT have to pay a copayment if you are a Medicaid recipient who is:

- In a nursing home
- Under 18 years of age
- Receiving pregnancy-related services
- A Native American Indian with an active user letter from Indian Health Services (IHS)

The following services DO NOT require a copayment:

- Birth control (family planning) services
- Case management services
- Chemotherapy
- Dental services for recipients under 21 years of age and pregnant recipients over age 21
- Doctor fees if surgery was done in the doctor's office
- Doctor visits if you are in a hospital or nursing home
- Emergencies
- Home and community services for the intellectually disabled, the elderly and the physically disabled
- Home health care services
- Mental health and substance abuse treatment services
- Preventive health education services
- Physical therapy in a hospital outpatient setting
- Radiation treatments
- Renal dialysis treatments

Special Medicaid Programs

Integrated Care Network

The Integrated Care Network (ICN) promotes a person-centered approach to care delivery that better integrates the medical and long-term services and supports (LTSS) needs of recipients and allows them to receive LTSS in the least restrictive setting of their choice. ICN provides enhanced case management, education, and outreach services to most Medicaid long term care recipients in both HCBS and institutional settings. Call Alabama Select Network, LLC at 1-855-288-7755 or email info@alabamaselect.com.

Who is eligible?

Individuals include recipients who are:

- Staying in a nursing facility greater than 60 days
- Enrolled in the Elderly and Disabled Waiver
- Enrolled in the Alabama Community Transition Waiver

Alabama Coordinated Health Network (ACHN)

The Alabama Coordinated Health Network (ACHN) is a program with Alabama Medicaid Agency that provides care coordination services to the general Medicaid population (formerly Patient 1st), Maternity, and Plan First program recipients. If you are in one of these programs, a nurse or social worker may contact you to help you make better choices and have better health outcomes.

Who is eligible?

Categories include, but are not limited to the following:

- Plan First (women ages 19-55 and men 21 & older)
- Maternity
- Blind/Disabled children and adults
- Aged and related populations
- Children under age 19
- Parents or other caretaker relatives (POCR)
- Foster children
- Former Foster Care
- Breast and Cervical Cancer
- American Indians (note: may opt-out at any time)

*For a list of individuals excluded from ACHN care coordination, visit www.medicaid.alabama.gov. Select the *Providers* tab, *Current Manual*, *Chapter 40 Provider Billing Manual*.

General Medicaid Population (formerly Patient 1st)

You can choose to go to any doctor that is enrolled with Medicaid for primary care. Some benefits remain the same for you in the ACHN:

- You have the same Medicaid benefits now that you had under the Patient 1st program.
- You still need a referral to see a specialist.
- Children must still get an EPSDT referral to receive extra visits and services to treat a complex or chronic health problem.

ACHNs can help you:

- Learn about any illness you may have and how to manage it or get better.
- Manage medicines you take.
- Work with your doctors and care team after you go home from the hospital.
- Avoid hospital stays or Emergency Room visits when possible.
- Solve problems so you can have a better quality of life.

Maternity Services

If you are **pregnant and on Medicaid, you must contact the ACHN in your region** to help you get maternity services. You will be responsible to pay for your maternity care if you do not contact a care coordinator at the ACHN in your region. You can visit any doctor or OB/GYN who is enrolled in Medicaid as a provider. Doctors provide prenatal (before the baby is born) care, delivery and postpartum (after the baby is born) care.

Effective October 1, 2022, dental services are available for pregnant recipients through 60 days postpartum or until the pregnancy ends.

ACHNs will help you:

- Find a doctor or OB/GYN and learn how to get services in the best place.
- Make appointments, follow up with you to help you keep appointments, assist with referrals, and provide appointment reminders.
- Solve problems so you can have a better quality of life.
- Answer questions about maternity care and give advice about any problems.

*Pregnant recipients who are not U.S. citizens and do not have a green card are not part of the ACHN Program. Medicaid will only pay for pregnancy-related emergency services, including labor and delivery.

*Some pregnant recipients receive services from the **Nurse-Family Partnership (NFP)** program. See page 10 for details.

Plan First (Family Planning Services)

ACHNs help promote family health, responsible behavior, and healthy mothers and babies. Medicaid wants to help you prevent an unintended pregnancy and help you plan when you want to have a baby.

ACHN social workers and nurses will (if desired) help:

- Find a doctor to tie tubes or do a procedure to keep a woman from getting pregnant, if you are 21 years of age or older.
- Find a doctor to do a procedure to avoid getting a woman pregnant, if you are a male age 21 or older.
- Make appointments, help you keep your appointments, help with referrals, and give appointment reminders.
- Answer questions about family planning, choose a birth control method, and give advice about any problems.
- Stop smoking and/or stop tobacco use.

More information for recipients is available on the Medicaid website at www.medicaid.alabama.gov. Select the *ACHN* tab, *ACHN Recipients* link. You can also email questions to webwork@medicaid.alabama.gov.

*Medicaid providers can learn more details about billing and payments at www.medicaid.alabama.gov. Select the *ACHN* tab, *ACHN Providers*.

Well-Child Checkup Program (EPSDT Screening)

The Well-Child Checkup (screening) Program is for all Medicaid eligible recipients under 21 years of age who have full benefits. Coverage for SOBRA children ends at age 19. This screening program provides or well-child checkups so any disease or physical problem can be detected early, and the child can receive needed treatment.

Medicaid will pay for many different types of care including medical, vision, hearing, behavior screenings, and follow-up care. If medically necessary, Medicaid also pays for services to treat mental and emotional health issues and substance abuse. If an issue is found during a checkup or screening visit, your doctor can refer you to a specialist or for more testing. Note: Some services may need special approval.

If a problem is found, Medicaid will pay for tests and treatments to help your child. Medicaid will also pay for a ride to get this care. Call 1-800-362-1504 to set up a ride. The call is free.

Alabama Breast and Cervical Cancer Early Detection Program (ABCCEDP)

Women under age 65 who have been diagnosed with breast or cervical cancer may qualify for coverage of their treatment and other medically necessary services while they are eligible. The patient must be an Alabama resident and a U.S. citizen who does NOT have insurance that covers breast or cervical cancer treatment or is underinsured. Free services include a pelvic exam, pap smear, clinical breast exam, mammogram, and diagnostic services such as an ultrasound, colposcopy, or biopsy, if needed. The program contact number is 1-877-252-3324.

If you have other health insurance

You can have individual or group health insurance coverage in addition to Medicaid; however, you have assigned your insurance benefits to the state to be eligible for Medicaid. Your health insurance could be cancer, accident, indemnity, through an employer, or other insurance that pays as a result of medical care. Tell your doctor, drug store or other medical provider about your insurance. They must file for your insurance benefits first. Then, they can file Medicaid for what your insurance does not pay.

Having extra insurance will not harm your Medicaid coverage if you qualify for Medicaid; however, you must use the doctors, hospitals, and drug stores approved by your insurance company. You must also meet all your insurance plan's rules such as getting referrals from doctors and being approved to stay in the hospital or have surgery and medical tests.

When applying for Medicaid, you must tell your worker about health insurance that covers you or your dependents. You must also report insurance changes to your Medicaid worker and to the Third Party Division.

To use an online form, go to the **Recipients** section of the Agency website, www.medicaid.alabama.gov, and click on **Update Health Insurance Information**.

When you complete the form, you may:

- Print the form and fax or mail it to Medicaid.
- Email your changes to Medicaid.
- Use the *Update Health Insurance* link on the Recipient tab of the Medicaid website to find contact information.

Non-custodial parents of children on Medicaid may be required to provide health insurance for their child through their job. When this happens, employers of non-custodial parents must provide custodial parents with insurance cards and other information needed to file a claim with that health plan. For information contact your county Department of Human Resources (DHR) office.

Help with paying your insurance premiums:

Medicaid recipients who are pregnant or have a high-cost medical condition and who could lose their group health insurance because of a loss of wages may qualify for Medicaid to pay their insurance premiums. For more information, call 1-800-362-1504 and ask to speak to someone about the Health Insurance Premium Payment Program (HIPPP).

If you receive or expect to receive money from an insurance company or lawsuit:

You must tell Medicaid's Third Party Division contractor about any lawsuits you file as a result of an injury by calling 1-877-252-8949. The call is free.

Any court-awarded benefits, out-of-court settlements, insurance benefits, or money paid to you as a result of medical care or because of an injury must be paid directly to your health care providers or to Medicaid. You may keep any money left over after providers and Medicaid are paid. If Medicaid paid your bills, make sure Medicaid is paid back before settling any claims with insurance companies. If not, you could lose your Medicaid eligibility.

Estate Recovery Requirements

Under federal law, Medicaid is required to recover costs paid by the Agency from estates of deceased Medicaid recipients. All real and personal property and any other assets included within the individual's estate as defined by Alabama Probate Law are subject to Estate Recovery, including, but not limited to, homes, land, vehicles, cash, and bank accounts.

Who is affected by Estate Recovery?

Those subject to estate recovery for covered services include:

- A Medicaid recipient who is living in a nursing home, intermediate care facility for the intellectually disabled, or other medical institution; and
- A Medicaid recipient who is 55 years of age or older who received medical assistance for any services covered under the Alabama Medicaid State Plan.

Estate Recovery will be delayed until after the death if there is a surviving spouse, a child under 21 years of age, or a blind or totally and permanently disabled child in the home. Unless a federal exemption or undue hardship exists, the Estate Recovery Program can recover up to the total amount spent by Alabama Medicaid on the recipient's behalf.

For more information, call 1-800-362-1504 and ask to speak to someone in the Third Party Estate Recovery Section. The call is free.

Property Liens

A property lien (also called TERFA liens) is placed on real property at the time of application to allow a person to become Medicaid eligible despite having ownership interest in real property. These property liens are used by the Medicaid Agency for institutionalized individuals. Without the property lien, the applicant or responsible party would have to pay the applicant's medical expenses out of pocket OR would have to sell the

property, complete a proper spend down, and reapply.

For more information, call 1-800-362-1504 and ask to speak to someone in the Third Party Property Liens Section. The call is free.

When you are on Medicaid you have rights

Medicaid is a voluntary program. This means that you agree to be a part of Medicaid and to follow Medicaid's rules. This also means when you are on Medicaid you have the rights listed below.

You have the right:

- to be able to get in touch with your doctor
- to go to any doctor or clinic for birth control (family planning)
- to get care right away if you believe you have an emergency
- to be told what your illness or medical problem is and what the doctor thinks is the best way to treat it
- to decide about your health care and to give your permission before the start of treatment or surgery
- to have the personal information in your medical records kept private
- to be treated with respect, dignity, and privacy
- to report to Medicaid any complaint or grievance about your doctor or your medical care
- to request a fair hearing if the Medicaid Agency reduces or denies services based on medical criteria. Your written request must be received by Medicaid within 60 days following the notice of action that a covered service has been reduced or denied. Requests should be mailed to: Alabama Medicaid Agency, Attn: Legal Division, P.O. Box 5624, Montgomery, AL 36103-5624.

When you are on Medicaid you have duties

Medicaid is a voluntary program. This means that you agree to be a part of Medicaid and to follow Medicaid's rules. This also means when you are on Medicaid you have the duties listed below.

You have the duty:

- to follow the rules for Medicaid.
- to call your doctor first before going to the emergency room, unless it is life threatening, or if you go to other doctors or clinics.
- to give as many facts as you can to help your doctor or other health care provider take care of you. For example, it is important to tell your doctor about all the medicines you take. You may want to take all your medicine bottles with you to the doctor.
- to call your doctor or clinic and let them know if you cannot come to an appointment.
- to follow the instructions you get from your doctor or clinic.
- to ask questions about things you do not understand.
- to follow the rules set up by your personal doctor for his or her office.
- to tell your doctor or clinic about any insurance you have.
- to keep your Medicaid card in a safe place. Never let anyone else use your card.
- to tell Medicaid about any changes that might affect your coverage such as address, marital status, income, or insurance coverage. You can complete an online form.
- by clicking on *My Medicaid* on the Agency website at **www.medicaid.alabama.gov** or call 1-800-362-1504. The call is free. A relative should report the date of death of a family member on Medicaid.

Some rules your doctor might have:

- Treat others with respect and courtesy. This means showing respect to the doctor, employees, and other patients and their families. This also means you are to answer questions with courtesy, follow directions and otherwise do what is asked of you.
- Do not bring food or drink into the office.
- Bring no more than one visitor with you to wait in the office.
- Pay for any services not covered by Medicaid.
- Call if you cannot keep an appointment.

Your doctor has the right to ask you to follow the rules for the office or clinic.

This also applies to any visitors or relatives who come with you or your child. If you (or others with you) do not follow the rules, your doctor has the right to ask that you (or your child) go to another doctor. If you continue to not follow the rules, you may not be able to find a doctor who will see you (or your child). **This may cause you to have to pay for your medical care.**

Acting rude, mean, or threatening to the doctor or to a person who works for the doctor may result in losing your Medicaid. This includes fighting, using profanity or other abusive words, carrying a weapon or being under the influence of drugs or alcohol.

Fraud and abuse of the Medicaid program

Federal rules require that Medicaid make every effort to identify and prevent fraud, abuse, or misuse of the Medicaid program. All cases of suspected fraud, abuse, or misuse are fully investigated by the Alabama Medicaid Agency and sent to appropriate law enforcement authorities.

Alabama law requires that a recipient who has defrauded, abused, or deliberately misused the Medicaid program shall lose their Medicaid immediately for at least one year, and until any money owed to the program is repaid in full. Cases of fraud may result in additional legal action as well.

Federal and state laws make it a crime to knowingly give false information in order to get Medicaid benefits. **Selling, changing, or lending a Medicaid card is against the law and Medicaid will prosecute anyone who violates Medicaid laws.**

Use of the Medicaid card for anything other than necessary medical care covered by the program is abuse or misuse and will result in loss or restriction of Medicaid benefits.

Examples of fraud, abuse, or misuse

The types of problems the Medicaid Agency will investigate include, but are not limited to:

- 1) Frequent visits to doctors or emergency rooms with general complaints
- 2) Using too much or unnecessary pain or nerve medicine
- 3) Not cooperating with Medicaid in identifying and collecting from insurance, lawsuits, and other “third parties” for services that Medicaid has paid for

- 4) Not paying money owed to the Medicaid Agency
- 5) Repeated failure to keep your Medicaid card safe
- 6) Letting someone else use your Medicaid card
- 7) Changing your prescription
- 8) Misusing a Non-Emergency Transportation program payment

People who use their Medicaid benefits too much may be restricted to using only one doctor and one drug store. Medicaid may also restrict its payment for certain drugs.

If you think another Medicaid recipient or a Medicaid provider may be abusing or defrauding the program, please report it to the Alabama Medicaid Agency.

Call 1-866-452-4930 to report fraud or abuse. You do not have to give your name or pay for the call.

**To report Medicaid fraud
call 1-866-452-4930**

Voter Registration Information

You can register to vote at any Medicaid office when applying, renewing, or submitting a change of address. Medicaid workers can help you fill out the form and send the form to the local board of registrars in your home county.

This is simply a service Medicaid offers to applicants and recipients and does not affect the Medicaid benefits that you receive.

You may call the Secretary of State's Elections Division for more information about registering to vote. The number is 1-800-274-8683. The call is free.

Notice of Privacy Practices (Effective 7/1/13)

Por favor, llame por teléfono 1-800-362-1504 para esta información en español.

FOR YOUR PROTECTION

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Medicaid promises to keep your information private

Your health information is personal. However, there are times when Medicaid must share information with others to help you get the health care you need. When this must be done, Medicaid promises to follow the law so that your information is kept private. This notice tells you how Medicaid uses and shares information about you and what your rights are under the law. It tells the rules Medicaid must follow when using or sharing your information.

Understanding what information may be shared

There are many good reasons for your information to be shared. If you apply for Medicaid through another agency (such as the Department of Human Resources or the Social Security Administration), that agency must send information about you to Medicaid. Information that may be sent to us includes your name, address, birth date, phone number, Social Security number, health insurance policies and health information. When your health care providers send claims to Medicaid for payment, the claims must include your diagnosis and the medical treatments you received. In order for Medicaid to pay for some medical treatments, your health care providers must also send extra medical information such as doctor's statements, x-rays, or lab test results.

How Medicaid uses and shares health care information

Medicaid contracts with others outside of the agency for some services. For example, Medicaid contracts with a company to process the claims sent in by your health care provider. Medicaid may need to share some or all of your information with that company so your health care bills can be paid.

When this is done, Medicaid requires that company to follow the law and keep all of your information safe.

Medicaid will not use or share genetic information about you when deciding if you are eligible for Medicaid.

Medicaid will not use your information to sell products to you or sell your information to a company that will try to get you to buy products or services.

Ways Medicaid Uses and Shares Your Health Information

For each category, we will say what we mean and give an example.

For Payment: Medicaid may use and share information about you so that it can pay for your health services. For example, when you get a Medicaid service, your provider asks Medicaid to pay for that service by filing a claim. On the claim form, your provider must identify you and say what your diagnoses and treatments are.

For Medical Treatment: Medicaid may use or share information about you to make sure that you get needed medical treatment or services. For example, your doctor may receive information about you from Medicaid.

To Run the Medicaid Program: Medicaid may use or share information about you to run the Medicaid program. For example, Medicaid may contract with a company that looks at hospital records to check on the quality of care given to you and the outcome of your care.

To Other Government Agencies That Provide Benefits or Services to You:

Medicaid may share information about you to other government agencies that are giving you benefits or services. For example, Medicaid may give the Alabama Department of Public Health information so you can qualify for benefits or services.

To Keep You Informed: Medicaid may use your information to send you materials to help you live a healthy life. For example, Medicaid may send you a brochure about an illness or condition you have or about your managed care choices.

To Check on Health Care Providers: Medicaid may share information about you to the government agencies that license and inspect medical facilities. An example is the Alabama Department of Public Health that inspects nursing homes.

For Research: Medicaid may share information about you for a research project. A review board must approve any research project and its rules to make sure your information is kept private.

As Required by Law: When requested, Medicaid will share information about you with the U.S. Department of Health and Human Services.

Your Health Information

You have the following rights about the health information that Medicaid has about you:

- You have the right to see and get a copy of your health information with certain exceptions.
- You have the right to ask Medicaid to change health information that is incorrect or incomplete. Medicaid may deny your request in some cases.
- You have the right to ask what items and who Medicaid has shared your health information with during the past six years before the date you ask us for the information.
- You have the right to ask that certain uses or disclosures of your health information be restricted. Medicaid is not legally required to agree with your request but will agree if possible.
- You have the right to ask that Medicaid talk with you about your health in a way or at a place that will help you keep your health information private.
- You have the right to be told if your health information is used or shared in a way that the law does not allow.
- You have the right to get a copy of this notice. You may ask Medicaid to give you a copy, or print one from Medicaid's website, www.medicaid.alabama.gov.

Medicaid's Requirements

Medicaid is required by law to:

- Keep your information private
- Give you this notice that tells the rules Medicaid must follow when using or sharing your information with others
- Follow the terms of this notice

- Except for the reasons given in this notice, Medicaid may not use or share any information about you unless you agree in writing. For example, Medicaid will not use or share notes made by a mental health provider that are separate from your medical record unless you give permission in writing. You may take away your permission at any time, in writing, except for the information that Medicaid disclosed before you stopped your permission. If you cannot give your permission due to an emergency, Medicaid may release the information if it is in your best interest. Medicaid must notify you as soon as possible after releasing the information.

In the future, Medicaid may change its privacy practices and may apply those changes to all health information we have. Should Medicaid's privacy practices change, Medicaid will mail a new notice to you within 60 days. Medicaid will also post the new notice on its website, www.medicaid.alabama.gov.

To Find Out More

If you have questions or would like to know more, you may call:

- Toll-free at 1-800-362-1504
- Telecommunication for the Deaf toll-free at 1-800-253-0799

To Report a Problem

If you believe your privacy rights have been violated, you may:

- File a complaint with Medicaid by calling toll-free at 1-800-362-1504 or calling Telecommunication for the Deaf toll-free at 1-800-253-0799 or by writing to the Office of General Counsel, Alabama Medicaid Agency, P.O. Box 5624, Montgomery, AL 36103-5624.
- File a complaint with the Secretary of Health and Human Services by writing to: Region IV, Office for Civil Rights, U.S. Department of Health and Human Services, Atlanta Federal Center, Suite 3B70, 61 Forsyth Street SW, Atlanta GA 30303-8909. You may also call or fax a complaint. Call: 1-404-562-7886 or FAX: 1-404-562-7881 or Telecommunications for the Deaf: 1-404-331-2867.

We will not take action against you for filing a complaint or grievance.

Foreign Language Assistance

Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-362-1504 (TTY: 1-800-253-0799).

中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-800-362-1504 (TTY: 1-800-253-0799)。

한한한 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-362-1504 (TTY: 1-800-253-0799.)번으로 전화해 주십시오.

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-362-1504 (TTY: 1-800-253-0799).

كثير عل (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برق 1-800-362-1504 (TTY: 1-800-253-0799).

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-362-1504 (TTY 1-800-253-0799).

Français (French)

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-362-1504 (TTY: 1-800-253-0799).

ગુજરાતી (Gujarati)

યુના: જો તમે જરાતી બોલતા છો, તો િન:કુ ભાષા સહાય સે વાઓ તમારા માટ ઉપલબ્ધ છ. ફો ન કરો 1-800-362-1504 (TTY: 1-800-253-0799).

Foreign Language Assistance

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-362-1504 (TTY: 1-800-253-0799). पर कॉल करें।

Laotian

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-362-1504 (TTY: 1-800-253-0799).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-362-1504 (TTY: 1-800-253-0799).

Português (Portuguese)

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-362-1504 (TTY: 1-800-253-0799).

Türkçe (Turkish)

DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-800-362-1504 (TTY: 1-800-253-0799) irtibat numaralarını arayın.

日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-362-1504 (TTY: 1-800-253-0799)まで、お電話にてご連絡ください

ATTENTION: If you need materials in large print, an audio recording or other help to apply for or use with your Medicaid coverage, these are available to you at no cost. Call 1-800-362-1504 (TTY: 1-800-253-0799).

Statement of Non-Discrimination: Discrimination is Against the Law

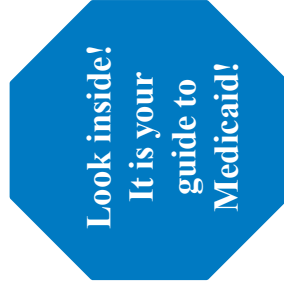
The Alabama Medicaid Agency complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Alabama Medicaid Agency does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Alabama Medicaid Agency:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languagesIf you need these services, ask your worker or case manager for help.
- If you believe that Alabama Medicaid Agency has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Office of the Medicaid Commissioner, PO Box 5624, Montgomery, AL 36103-5624, (334) 242-5600, TTY: (800) 253-0799, Fax: (334) 242-5097, or by email at almedicaid@medicaid.alabama.gov. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Office of the Medicaid Commissioner is available to help you.
- You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:
 - U.S. Department of Health and Human Services
 - 200 Independence Avenue, SW
 - Room 509F, HHH Building
 - Washington, D.C. 20201
 - 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.

Alabama Medicaid Agency
501 Dexter Avenue
P.O. Box 5624
Montgomery, AL 36103-5624
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