

# Alabama Medicaid Agency



KAY IVEY  
Governor

501 Dexter Avenue  
P.O. Box 5624  
Montgomery, Alabama 36103-5624  
[www.medicaid.alabama.gov](http://www.medicaid.alabama.gov)  
e-mail: [almedicaid@medicaid.alabama.gov](mailto:almedicaid@medicaid.alabama.gov)

Telecommunication for the Deaf: 1-800-253-0799  
334-242-5000 1-800-362-1504



STEPHANIE MCGEE AZAR  
Commissioner

## RECIPIENT NOTICE 19-002 August 30, 2019

**Your care coordination through Medicaid is changing!  
Read this notice to learn more!**

Starting October 1, 2019, Medicaid will change how you get care coordination for family planning services. Here is what you need to know:

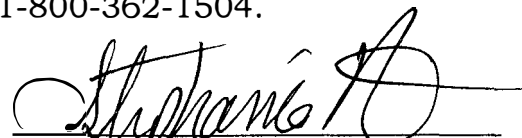
1. You will keep the same Medicaid benefits you have now.
2. You may see any provider that will take your Medicaid for all family planning services.
3. A new Medicaid program called Alabama Coordinated Health Network (ACHN) will help promote family health, responsible behavior, and healthy mothers and babies. Medicaid wants to help you prevent an unintended pregnancy and help you plan when you want to have a baby. Social workers and nurses who work for a Medicaid-approved ACHN group will get you the help you need.

Starting November 1, 2019, a care coordinator from this ACHN group can help you:

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

The group serving your county is:

Starting October 1, 2019, you can call them at \_\_\_\_\_ to find out about care coordination services. Until then, please visit the Medicaid website at [www.Medicaid.Alabama.gov](http://www.Medicaid.Alabama.gov) for information about the Alabama Coordinated Health Network. You can also call toll-free for help: 1-800-362-1504.

  
Stephanie McGee Azar  
Commissioner



Say "I Count" in 2020 by filling out your Census form. *Why should you care?* Alabama Medicaid funding could go down if enough people do not fill out their Census forms. Alabama could also lose representation at the federal level. *What can you do to help?* Share the message and ask friends and neighbors to fill out their 2020 Census. *When can you help?* The form should be mailed out early next April. *Reminder!* Alabama needs everyone to fill out their forms. Information taken from the 2020 Census could affect Alabama's future over the next 10 years and beyond! For more information go to [www.census.alabama.gov](http://www.census.alabama.gov) or follow the Census in Alabama on Facebook [www.facebook.com/AlabamaCounts](http://www.facebook.com/AlabamaCounts).

To report fraud, call: 1-866-452-4930.

**REMINDER:** All Medicaid recipients are required to present their Medicaid eligibility card and proper identification to a provider of medical services for verification of eligibility when seeking treatment or service under the Medicaid Program.

**If you need information in a different language or format:**

Alabama Medicaid Agency provides free aids and services to people with disabilities to communicate with us. These include:

- Sign language interpreters
- Written information in other formats such as large print, audio, or electronic formats.

Alabama Medicaid Agency also provides free language services to people whose primary language is not English, such as:

- Oral translation by qualified interpreters
- Materials written in other languages

If you need these services, contact Alabama Medicaid Agency at 1-800-362-1504.

**If you need an interpreter:**

**Español (Spanish)** 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)。

**한국어 (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).

**العربية (Arabic)** ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برق 1-800-362-1504 (رقم هاتف الصم والبكم: (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 હો, તો િન: લુ ભાષા સહાય સેવાઓ તમારા માટ ઉપલબ્ધ છ. ફોન કરો 1-800-362-1504 (TTY: 1-800-253-0799).

**Tagalog** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-362-1504 (TTY: 1-800-253-0799).

**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, ມັນມີພ້ອມໃຫ້ທ່ານ. 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 yardımını 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).