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June 29, 2022

TO: All Providers

RE: New Process for Updating Electronic Funds Transfer (EFT) Account Information via the Provider Web Portal

Beginning 07/05/2022, providers may use the new EFT Account panel in the Medicaid Interactive Web Portal to add and/or update their EFT information. This process will replace the current EFT Enrollment Application function on the Provider Enrollment Portal and the fillable EFT form on the Alabama Medicaid Agency's website. Utilizing the Medicaid Interactive Web Portal will provide greater flexibility and security for maintaining this information.

Effective 08/15/2022, Provider Enrollment will no longer process add and/or update requests submitted using the EFT Enrollment Application and/or the fillable EFT form process.

NOTE: No action is necessary for providers that currently have accurate active EFT information on file.

Accessing the Medicaid Interactive Web Portal

A secure Provider level logon to the Medicaid Interactive Web Portal is required to access the new EFT Account panel. The Medicaid Interactive Web Portal is available via the Alabama Medicaid website by selecting the "Learn More" button for Providers & Billing and then selecting the link for the Secure Portal Login under the "More" section.

The Web Portal can also be accessed directly using the following URL:

<https://www.medicaid.alabamaservices.org/ALPortal/Account/Secure%20Site/tabId/66/Default.aspx>.

Steps to Access the EFT Account panel

1. Log on to the Medicaid Interactive Web portal with a Provider level account:
<https://www.medicaid.alabamaservices.org/ALPortal/Account/Secure%20Site/tabId/66/Default.aspx>.
2. Select **Providers/Provider Maintenance**. (**NOTE:** This access is only available to Account Administrator users.)
3. Select **EFT Account** link on the Provider Maintenance panel.
4. Click **add** on the EFT Account panel.
5. Complete all fields. Required fields are indicated with an asterisk (*).
6. Click **save** on the Provider Maintenance panel.

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Upon submission, added and/or updated EFT information must go through a verification process. This process can take up to three (3) checkwrites to be completed. During the verification process, checkwrite funds will be reimbursed by paper check and mailed to the payee address on file.

NOTE: If an additional EFT request is submitted during the verification process, it will restart the process.

If you need assistance adding and/or updating EFT information, please contact a [Provider Representative](#).

For questions regarding the status of an EFT add and/or update, please contact Provider Enrollment at 1-888-223-3630.