ALABAMA MEDICAID AGENCY

A L E R T

January 19, 2023

TO: **DME Providers**

RE: **New Process for Viewing Durable Medical Equipment (DME) Service History via the Web Portal**

Beginning January 24, 2023, DME providers may use the new DME Service panel in the Medicaid Interactive Web Portal to view DME service history for nebulizers.

This feature will allow providers to verify if a nebulizer service has previously been performed within the last 4 years. DME history may be searched for the following nebulizer codes: E0570, E0575, and E0580.

NOTE: This feature is only available to DME Providers.

As always, providers should verify eligibility prior to rendering any services. We strongly encourage providers to save the eligibility verification until the services have adjudicated.

Effective January 24, 2023, DME Providers contacting our Provider Assistance Center to verify DME history for nebulizer services available for verification via the web portal will be directed to the web portal to obtain DME history.

Accessing the Medicaid Interactive Web Portal

A secure provider-level login to the Medicaid Interactive Web Portal is required to access the new DME Service 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 direct link is
https://www.medicaid.alabamaservices.org/alportal/Home/tabId/2/Default.aspx

Steps to Access the DME Service Panel

1. Log on to the Medicaid Interactive Web Portal with a provider-level account:
   https://www.medicaid.alabamaservices.org/alportal/Default.aspx?tabid=22
2. Select **Eligibility/DME Service**.
3. Select **DME Service** link on the Eligibility panel.
4. Enter **Recipient ID**.
5. Click **search** to generate results.

For questions, please contact our Provider Assistance Center at 1-800-688-7989.