

# A L E R T

September 11, 2023

**TO: All Providers**

**RE: Reimbursement for Services Delivered via Audio-Only Telecommunications**

In a Provider ALERT issued on April 26, 2023, the Alabama Medicaid Agency (Medicaid) indicated audio-only telecommunications would be reimbursed at parity with services delivered face-to-face for dates of services through September 30, 2023, and on October 1, 2023, new rates for audio-only would be established.

Effective immediately, Medicaid will continue to reimburse services rendered via audio-only telecommunications at parity with approved services delivered face-to-face and will continue to monitor utilization.

Providers should refer to Chapter 112 – Telemedicine Services for more information. Claims not billed correctly are subject to post-payment review and recoupments.

Providers with billing questions should contact the Gainwell Technologies Provider Assistance Center at 1-800-688-7989.