

# A L E R T

November 19, 2015

**TO: Patient 1<sup>st</sup> Providers**

**RE: Patient 1<sup>st</sup> Web Portal Changes**

Effective January 1, 2016, Medicaid will REQUIRE providers to use the Medicaid Interactive Web Portal to dismiss patients from their panels. Paper dismissal requests will no longer be accepted after December 31, 2015.

**Steps to dismiss a patient off of a panel:**

1. Go to the secure web portal at:  
<https://www.medicaid.alabamaservices.org/ALPortal/Account/Secure%20Site/tabId/66/Default.aspx>
2. Select **Provider/PMP Dismiss**
3. Enter the recipient's **13-digit Medicaid number**
4. Select **Dismiss**.

***Providers are required to notify the recipient of the dismissal within 30 days and continue to provide services and/or make referrals until the assignment has ended. Refer to Chapter 39 of the Medicaid Provider Manual for additional information on dismissing patients.***

If you have further questions on how to use the web portal, please contact your HPE Provider Relations Representatives at this [link](#).