

# Alabama Medicaid Quick Reference Guide

## Verifying Eligibility

You can verify eligibility by any of the following methods:

### 1. Provider Electronic Solutions (PES)

- PC Software available from HP at no charge
- IBM or IBM compatible PC required
- On-line real time environment
- The software can be downloaded at

<http://medicaid.alabama.gov/> or by calling .. 1-800-456-1242

### 2. Point of Service

- Credit card terminals and receipt printers can be purchased from various companies

### 3. Provider Assistance Center ..... 1-800-688-7989

- All of Alabama and within a 30 mile radius of Alabama
- Hours of Operation 8:00 A.M. – 5:00 P.M. (CST)
- Primary function of HP Provider Relations Representatives is to assist providers with billing issues

### 4. Automated Voice Response System ..... 1-800-727-7848

Touch-tone telephone	32 lines
7 days a week	21 hours a day
FAX-back	



## AVRS "Quick Guide" 1-800-727-7848

### Press 1 Check Amounts

- Press 1 To repeat the message
- Press 2 Another Provider/NPI Number

### Press 2 Claim Status

- Press 1 For Pharmacy claims
- Press 2 For non-Medicare claims
- Press 3 For Medicare-related claims
- Press 1 To repeat the message
- Press 2 To check another claim for same recipient
- Press 3 To check a claim for another recipient
- Press 4 Another Provider/NPI Number

### Press 3 Eligibility, Benefits, or Other Insurance

- Press 1 Eligibility
- Press 2 Benefit Limits
- Press 3 Other Insurance
- Press 1 To receive a FAX only response
- Press 2 To receive a voice only response
- Press 3 To receive both FAX and voice response
- Press 1 To repeat message
- Press 2 To continue
- Press 1 To check eligibility, benefits, or other insurance for same recipient
- Press 2 To check eligibility, benefits, or other insurance for another recipient
- Press 3 Another Provider/NPI Number

### Press 4 Drug Pricing/NDC Information

- Press 1 To repeat message
- Press 2 To check another NDC for same provider
- Press 3 To verify prior authorization number

### Press 5 Procedure Code Pricing Information

- Press 1 To repeat message
- Press 2 To check another procedure code for same provider
- Press 3 To check another modifier for same procedure
- Press 4 Another Provider/NPI Number
- Press 5 To verify prior authorization number

### Press 6 Prior Authorization Number Verification

- Press 1 To repeat message
- Press 2 To check another procedure code or NDC for same provider
- Press 3 Another Provider/NPI Number

### Press 7 Recipient Household Information

- Press 1 To receive FAX only response
- Press 2 To receive voice only response
- Press 3 To receive both FAX and voice response
- Press 1 To continue
- Press 2 To repeat message
- Press 3 To hear previous member's information
- Press 4 To repeat this member's information
- Press 5 Another Provider/NPI Number
- Press 6 Another Recipient Number
- Press 7 Another Date of Birth for same parent/guardian

### Press 0 Provider Assistance Center

### Press 9 Main Menu Function

Press # to signal the end of requested data.

## Important Telephone Numbers for Alabama Medicaid Agency

### Long Term Care

**Provider Management** ..... 1-800-688-7989

**Recipient Management**..... 1-800-362-1504

- Durable Medical Equipment
- Home and Community Based Waiver Services
- Home Health Services
- Hospice Services
- Nursing Home Care
- Private Duty Nursing (children under 21 only)
- Targeted Case Management
- Therapies, in home (children under 21 only)
- Technology Assisted Waiver for Adults

### Medical Services

**Provider Help Line**..... 1-800-688-7989

**Provider/Recipient Help Line** ..... 1-800-362-1504

**Recipient Help Line FAX** ..... 334-215-4140

- Adolescent pregnancy prevention
- Ambulance Services
- Ambulatory Surgical Centers
- EPSDT (Early and Periodic Screening, Diagnosis and Treatment/Well-Child Health Checkups)
- Eye Care
- Family Planning
- Federally Qualified Health Centers
- Hearing Services
- Hospital Program
- Laboratory Services
- Mental Health Services
- Patient 1st Program
- Pharmacy Program
- Physicians Program
- Radiology Services
- Renal Dialysis
- Rural Health Clinics
- Therapies, not in home
- Transplants
- Transportation, air (children under 21 only)

### Other Services

- Dental Program ..... 334-353-5263  
**FAX** ..... **334-353-5027**
- Maternity Care Program ..... 334-353-5539
- Medicare Complete ..... 334-353-4542
- Partnership Hospital Program (PHP) ..... 334-242-5630
- Prenatal Education ..... 334-353-5386
- Plan First ..... 334-353-5263  
**FAX** ..... **334-353-9356**

**Prior Authorization/Providers** ..... 1-800-688-7989

**Prior Authorization/Recipients**..... 1-800-362-1504

- Durable Medical Equipment
- Eye care
- Home Health, additional visits (children under 21 only)
- Inpatient psychiatric admissions (children under 21 only)
- Private Duty Nursing (children under 21 only)
- Therapies, in home (children under 21 only)
- Ambulance (ground); Ambulance (air)

### Prior Authorization

- Dental Services (children under 21 only)..334-242-5472
- Pharmacy (HID) ..... 1-800-748-0130  
**FAX** ..... **1-800-748-0116**
- Radiology Services (MRI, CT, PET)  
MedSolutions ..... 1-888-693-3211  
**FAX** ..... **1-888-693-3210**

### Third Party Division

- To report new or cancelled health insurance:  
Patient's last name begins with:
  - A-F ..... 334-242-5249
  - G-K ..... 334-242-5280
  - L-Q ..... 334-242-5254
  - R-Z ..... 334-242-5253or Medicaid website: Providers/Benefit Coordination/  
Third Party/Update Health Insurance Information
- Injury Questionnaires ..... 1-877-252-8949
- Medical Records ..... 1-877-252-8949  
or Medicaid website: Providers/Benefit Coordination/  
Third Party/Release of Information
- Trauma Cases ..... 1-877-252-8949
- Medicare premium payments (buy in) ..... 334-242-5281  
Patient's last name begins with:
  - A-L ..... 334-353-5773
  - M-Z ..... 334-242-5261
- Medicare Advantage Plans ..... 334-242-5268
- Dual Eligibility (Medicare/Medicaid) claim problems  
334-242-5268
- Certificate of Creditable Coverage .....  
334-353-5940/334-242-5316/334-242-5302
- Health Insurance Premium Payment (HIPP Program)  
1-855-692-5447
- Other questions ..... 334-242-5314

**Information/All**..... **334-242-5000**

**Information/Medicaid recipients & providers regarding policies & procedures &/or administrative claim reviews**

**1-800-362-1504**

Suggestions or information you would like to have included in future Quick Reference Guides are welcomed. Please FAX your suggestions to 334-353-4193.