

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 DXC at no charge
- IBM or IBM compatible PC required
- On-line real time environment
- The software can be downloaded at www.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 DXC 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 Management1-800-688-7989
Recipient Management.....1-800-362-1504

- 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 Line1-800-362-1504
Recipient Help Line FAX334-215-4140

- Ambulance Services
- Ambulatory Surgical Centers
- Dental Program
- EPSDT (Early and Periodic Screening, Diagnosis and Treatment/Well-Child Health Checkups)
- Eye Care
- Durable Medical Equipment
- 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

- Managed Care Program 334-242-5630
- Maternity Care Program 800-362-1504
- Medicare Complete 334-242-5268
- Prenatal Education 334-353-4322
- Plan First 887-737-2083
- FAX 334-353-9356**

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

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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

- Cardiology
- Dental Services (children under 21 only)...334-215-4144
- Pharmacy (HID) 1-800-748-0130
FAX1-800-748-0116
- Radiology Services (MRI, CT, PET)
EviCore (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-H334-242-5249
I-P.....334-242-5280
Q-Z334-242-5254

or 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

- Subrogation Recovery.....1-877-252-8949
- Medicare premium payments (buy in).....334-242-5268
334 353-5773
- Medicare Advantage Plans.....334-242-5257
- Dual Eligibility (Medicare/Medicaid) claim problems
334-242-5257
- Health Insurance Premium Payment (HIPP Program)
1-855-692-5447
- Other questions.....334-242-5269

Information/All334-242-5000
**Information/Medicaid recipients & providers regarding
policies & procedures &/or administrative claim reviews
1-800-362-1504**

Alabama Medicaid Website: <http://medicaid.alabama.gov/>