



*Read this to find out  
what you need  
to know  
about Patient 1st!*

### **What is Patient 1st?**

Patient 1st is a Medicaid program set up to make sure people can get health care close to home when they need it, day or night.

### **Is Patient 1st for everyone on Medicaid?**

Most people in Alabama who have Medicaid are on Patient 1st. Foster children, SOBRA adults (pregnant women), and people who have both Medicare and Medicaid are not on Patient 1st.

### **What is different about Patient 1st?**

This program helps you by making sure that a doctor close to your home can see you whenever you are sick or hurt. You will pick one doctor to be your personal doctor all the time. If you need a test or care that your personal doctor cannot give you, he or she will send you to another doctor or clinic. Except in a very few cases (such as a child going to the dentist), you will always call your personal doctor first for health care.

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### How do I sign up for Patient 1st?

When you become eligible for Patient 1st, you will get a letter with the name of a doctor on it. Read the letter and decide if you want the doctor named in the letter to be your Patient 1st personal doctor. If you want to keep the doctor whose name is on the letter, you do not need to do anything. If you want a different doctor, call Medicaid toll-free at 1-800-362-1504 to change your doctor.

### What do I do if I need to see my doctor?

If you need to see your doctor for a checkup or because you are sick or hurt, call your personal doctor to set up a time for an office visit.

If you have a real emergency, you will go to the emergency room (ER). A real emergency is when you have a serious health problem that could cause lasting injury or death. If you are not sure it is an emergency, you will need to call your personal doctor first. **If you go to the ER for a health problem that could wait until your doctor's office opened, you may have to pay for the ER visit.**

### Can I change doctors?

You are free to pick any doctor as your personal doctor as long as he or she sees Patient 1st patients from your county and has not reached his or her limit of Patient 1st patients. You can change doctors by calling toll-free at 1-800-362-1504.

### What do I do if I have questions?

If you have questions about Medicaid's Patient 1st program, call toll-free 1-800-362-1504 for help.