

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 EDS 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 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

Important Telephone Numbers for EDS

Provider Assistance Center 1-800-688-7989

Provider Enrollment 1-888-223-3630

Electronic Media Claims (EMC) 1-800-456-1242

Recipient Help Line 1-800-362-1504

FAX 334-215-4140

Provider Relations Representatives

• Group 1 1-800-688-7989

CRNA, EPSDT (Physicians), Dental, Physicians, Optometric (Optometrists & Opticians), Nurse Practitioners, Podiatrists, Chiropractors, Independent Labs, Free Standing Radiology

• Group 2 1-800-688-7989

Children’s Speciality Clinics, Prenatal Clinics, Maternity Care, Nurse Midwives, Provider Based Rural Health, Therapy Services (OT, PT, ST), Alabama Department of Senior Services, DME, Hearing Services, Ambulance, FQHC, Rehabilitation Services SAIL Waiver, Public Health - Elderly and Disabled, and HIV/AIDS Waivers, Home and Community Based Services, EPSDT, Family Planning, Prenatal and Preventive Education, Mental Health/Mental Retardation, MR/DD, Technology Assisted Waiver for Adults

• Group 3 1-800-688-7989

Ambulatory Surgical Centers, ESWL, Home Health, Hospice, Hospital, Nursing Home, Personal Care Services, PEC, Private Duty Nursing, Renal Dialysis Facilities, Swing Bed

EDS Operator 334-215-0111



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 the 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 334-242-5472
FAX **1-334-353-5027**
 • 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 **1-334-353-4818**

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

Revised 8/25/2009

Prior Authorization/Providers..... 1-205-968-7177

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-E 334-242-5249
 F-K 334-242-5280
 L-R 334-242-5254
 S-Z 334-242-5253
- Injury Questionnaires 334-242-2322/242-5312
- Medical Records 334-242-2322/242-5312
 or website under Billing
- Trauma Cases
 A, B, C, D, F, G, H, J 334-242-5267
 E, I, K, O, Q, U, V, X, Y, Z 334-353-5940
 L, M, N, P, R, S, T, W 334-242-5316
- Medicare premium payments (buy in) 334-242-5281
- Medicare Advantage Plans 334-242-5268
- Dual Eligibility (Medicare/Medicaid) claim problems
 334-242-5268
- Certificate of Creditable Coverage
 334-242-2322/242-5312/242-5314
- Health Insurance Premium Payment (HIPP Program)....
 334-353-4542
- Other questions 334-242-5314

Information/Anyone **334-242-5000**
Information/For Medicaid recipients and providers regarding policies and procedures and/or administrative claim reviews **1-800-362-1504**

Alabama Medicaid Web Site: www.medicaid.alabama.gov

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|---|---|
| <input type="checkbox"/> Billing and Eligibility Software | <input type="checkbox"/> Patient 1st PMP List |
| <input type="checkbox"/> Bulletins | <input type="checkbox"/> Provider Notices |
| <input type="checkbox"/> Forms | <input type="checkbox"/> Schedule of Events |
| <input type="checkbox"/> Manuals | <input type="checkbox"/> Online Catalog |

Print copies of forms from the online catalog.