

# A L E R T

March 9, 2020

**TO: All Providers**

**RE: Alabama Coordinated Health Network (ACHN) Update to Eligibility Verification Screen**

Effective since 2/26/2020, the eligibility verification indicates if an attributed provider can issue referrals to specialists. One of the two following messages is displayed under the Managed Care section:

"ATTRIBUTED PROVIDER - ABLE TO REQUEST REFERRAL" or  
"ATTRIBUTED PROVIDER - DO NOT CONTACT FOR REFERRAL"

"ATTRIBUTED PROVIDER - ABLE TO REQUEST REFERRAL"— indicates the provider is authorized to give referrals. However, the provider is not obligated to give the referral, nor does the referral have to come from the provider.

"ATTRIBUTED PROVIDER - DO NOT CONTACT FOR REFERRAL" — indicates the provider is not authorized to give referrals.

In addition to the updated Managed Care section, the Managed Care Organization section shows the ACHN who the recipient is assigned to on the date of service.

For additional information about the updated eligibility verification screens, you may contact Travis Houser at 334-353-5907 or Patricia Toston at 334-353-4257.