

# A L E R T

August 18, 2022

**TO: Dental Providers**

**RE: New Process for Viewing Dental Restorative History via the Web Portal**

Beginning August 16, 2022, providers may use the new Dental Restorative Service History panel in the Medicaid Interactive Web Portal to view restorative dental history.

This feature will allow providers to verify if a restorative service has previously been performed on the same tooth within the last 12 months. Dental history may be performed for the following dental restorative codes: D2140-D2161, D2330-D2335, D2930-D2932, D2391-D2394, and D7140.

**NOTE:** This feature is only available to Dental Providers.

As always, providers should verify eligibility prior to rendering any services. We strongly encourage providers to save the eligibility verification until the services have adjudicated.

Effective September 1, 2022, Dental Providers contacting our Provider Assistance Center to verify dental history for services available for verification via the web portal will be directed to the web portal to obtain dental history.

## Accessing the Medicaid Interactive Web Portal

A secure provider-level login to the Medicaid Interactive Web Portal is required to access the new Dental Restorative Service History panel. The Medicaid Interactive Web Portal is available via the Alabama Medicaid website by selecting the “Learn More” button for Providers & Billing and then selecting the link for the Secure Portal Login under the “More” section. The direct link is <https://www.medicaid.alabamaservices.org/ALPortal/Account/Secure%20Site/tabId/66/Default.aspx>.

## Steps to Access the Dental Restorative Service History Panel

1. Log on to the Medicaid Interactive Web Portal with a provider-level account:  
<https://www.medicaid.alabamaservices.org/ALPortal/Account/Secure%20Site/tabId/66/Default.aspx>.
2. Select **Eligibility/Dental History**.
3. Select **Dental History** link on the Eligibility panel.



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4. Enter **Recipient ID** and **Tooth #**.



The screenshot shows a web form titled "Dental Restorative Svc History Search". It features two input fields: "Recipient ID" and "Tooth #", each with a "[ Search ]" label. Below the "Tooth #" field is a "Records" dropdown menu currently set to "20". On the right side of the form, there are two buttons: "search" and "clear". A help icon (?) and a refresh icon (↻) are located in the top right corner of the form's header.

5. Click **search** to generate results.

For questions, please contact our Provider Assistance Center at 1-800-688-7989.