

A L E R T

January 24, 2024

TO: Behavioral Health Providers

RE: Changes to Behavioral Health Service Location Criteria

Effective January 1, 2024, to enroll as an Alabama Medicaid Behavioral Health Provider (Provider Type: 07) the service location must be a physical facility. The physical facility must also have visible signage bearing the name of the business.

The examples below are no longer acceptable service locations for this provider type:

- A home residence
- A cubicle located within an office space
- A shared space inside another business

Any enrollment application submitted with a service location that fails to meet the criteria outlined above will be denied.

Providers who are currently enrolled at a service location that does not meet the criteria will have 30 days from January 24, 2024, to comply with this policy change. A request to update the service location address on file may be submitted on company letterhead with a completed [W-9 Tax Form](#) as an Enrollment Update via the [Alabama Medicaid Interactive Web Portal](#).

An unannounced site visit may be required as part of your provider enrollment process. Site visits are unscheduled, unannounced visits conducted by a Gainwell Provider Representative. The Gainwell Provider Representative will wear a name badge with picture identification and provide a Gainwell business card at the time of visit.

Questions related to this policy update may be directed to the Alabama Medicaid at stephanie.logan@medicaid.alabama.gov or wanda.williams@medicaid.alabama.gov.