

A L E R T

May 31, 2024

TO: All Providers

RE: New Medicaid ID Numbers for Elderly and Disabled Population

The Alabama Medicaid Agency (Medicaid) will begin to migrate the remaining recipients from the AMAES legacy computer system to the newer CARES eligibility system in June 2024. Medicaid anticipates the process will be completed by July 1, 2024.

Medicaid recipients with a Medicaid ID number starting with 500 will get a new Medicaid ID number that starts with 530 (unless they already have a 530 Medicaid number). New Medicaid cards will be sent to recipients who do not already have a Medicaid card with the new 530 number.

Recipients in nursing facilities may receive a new Medicaid number but not a card. Medicaid is “linking” the old Medicaid ID number to the new Medicaid ID number. Recipients may continue to use the old Medicaid ID number during the month of June 2024. Once numbers are linked, either number will work.

Providers who need assistance may call the Medicaid Provider Assistance Center at 1-800-688-7989 (toll-free).