

# 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 DXC at no charge
- IBM or IBM compatible PC required
- On-line real time environment  The software can be downloaded at [www.medicaid.alabama.gov](http://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 of DXC Provider Relations Representatives 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

Keypad codes for letter entry:				
A - *21	G - *41	M - *61	S - *73	Y - *93
B - *22	H - *42	N - *62	T - *81	Z - *12
C - *23	I - *43	O - *63	U - *82	
D - *31	J - *51	P - *71	V - *83	
E - *32	K - *52	Q - *11	W - *91	
F - *33	L - *53	R - *72	X - *92	



## 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 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 Eligibility
  - Press 2 Benefit Limits
  - Press 3 Other Insurance
    - Press 1 To repeat message
    - Press 2 To continue
      - Press 1 To check eligibility, benefits, or other insurance for same recipient
      - Press 2 Another recipient
      - Press 3 Another Provider/NPI Number

### Press 4 Drug Pricing/NDC Information

- Press 1 To repeat message
- Press 2 Another Provider number
- Press 3 Another NDC for same provider
- Press 4 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 Another modifier for same procedure
- Press 4 Another Provider/NPI Number

### Press 6 Prior Authorization Number Verification

- Press 1 To enter NDC
- Press 2 To enter procedure
- Press 9 To return to the main menu

### Press 7 Recipient Household Information

- 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 this information
  - Press 2 To enter another Provider/NPI Number
  - Press 3 Another Recipient Number
  - Press 4 Another Date of Birth for same parent/guardian

### Press 0 Provider Assistance Center

### Press \* Main Menu Function

### Press # To signal the end of requested data

# Important Telephone Numbers for Alabama Medicaid Agency

## Long Term Care

**Provider Management .....1-800-688-7989**

**Recipient Management ..... 1-800-362-1504**

- 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**

- Ambulance Services
- Ambulatory Surgical Centers
- Dental Program
- EPSDT (Early and Periodic Screening, Diagnosis and Treatment/Well-Child Health Checkups)
- Eye Care
- Durable Medical Equipment
- Family Planning
- Federally Qualified Health Centers
- Hearing Services
- Hospital Program
- Laboratory Services
- Mental Health Services
- Pharmacy Program
- Physicians Program
- Radiology Services
- Renal Dialysis
- Rural Health Clinics
- Therapies, not in home
- Transplants
- Transportation, air (children under 21 only)

## Other Services

- Managed Care Program .....334-242-5630
- Maternity Care Program ..... 800-362-1504
- Prenatal Education .....334-353-3562
- Plan First .....887-737-2083
- **FAX .....334-353-9356**

**Prior Authorization/Providers .....1-800-688-7989**

**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

- Cardiology.....855-774-1318
- Dental Services (children under 21 only).....334-215-4184
- Pharmacy (HID)..... 1-800-748-0130
- FAX..... 1-800-748-0116**
- Radiology Services (MRI, CT, PET)
- EviCore .....855-774-1318
- FAX .....1-888-693-3210**

## Third Party Division

• To report new or cancelled health insurance:

Patient's last name begins with:

- A-H .....334-242-5249
- I-P.....334-242-5280
- Q-Z .....334-242-5254

or Medicaid website:

Providers/Benefit Coordination/Third Party/Update Health Insurance Information

- Injury Questionnaires.....1-877-252-8949
- Medical Records.....1-877-252-8949

or Medicaid website:

Providers/Benefit Coordination/Third Party/Release of Information

- Subrogation Recovery.....1-877-252-8949
- Medicare premium payments (buy in).....334-242-5268  
334 353-5773
- Medicare Advantage Plans.....334-242-5257
- Dual Eligibility (Medicare/Medicaid) claim problems  
334-242-5257
- Health Insurance Premium Payment (HIPPA Program)  
1-855-692-5447
- Other questions.....334-242-5269

**Information/All .....334-242-5000**

**Information/Medicaid recipients & providers regarding policies & procedures &/or administrative claim reviews**

**1-800-362-1504**

**Alabama Medicaid Website: <http://medicaid.alabama.gov/>**

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 6/12/2020