

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 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 Center1-800-688-7989

- 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 System1-800-727-7848

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 Management1-800-688-7989

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 FAX334-215-4140

- 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
- Patient 1st Program
- 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 Program334-242-5630
- Maternity Care Program800-362-1504
- Medicare Complete334-242-5268
- Prenatal Education334-353-4322
- Plan First887-737-2083
- **FAX334-353-9356**

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 12/10/2018

Prior Authorization/Providers1-800-688-7989

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
- Dental Services (children under 21 only).....334-215-4144
- Pharmacy (HID).....1-800-748-0130
- FAX1-800-748-0116**
- Radiology Services (MRI, CT, PET)
- EviCore (MedSolutions)1-888-693-3211
- FAX1-888-693-3210**

Third Party Division

- To report new or cancelled health insurance:

Patient's last name begins with:

- A-H334-242-5249
- I-P.....334-242-5280
- Q-Z334-242-5254

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 (HIPPP Program)
1-855-692-5447
- Other questions.....334-242-5269

Information/All334-242-5000

**Information/Medicaid recipients & providers regarding policies & procedures &/or administrative claim reviews
1-800-362-1504**

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