Below outlines the review process utilized by Alabama Medicaid’s Provider Review/RAC Unit:

- **Provider Selection/Referral**
  - Referrals from Medicaid Programs, other Agencies and Individuals
  - Complaints
  - Provider Professional Exception Reports
  - Follow-up Review from a Previous Audit

- **Request Records/Documentation from provider**

- **Review Records/ Documentation submitted by provider**

- **Draft Audit Letter to provider**
  - Additional Documentation can be submitted by provider
  - Informal Conference (requested by provider)

- **Final Audit Letter to provider**
  - Recoupment Amount Requested/Instructions
  - Fair Hearing Request Instructions
  - Corrective Action Plan (CAP) to be completed by provider
  - Provider Education Referral