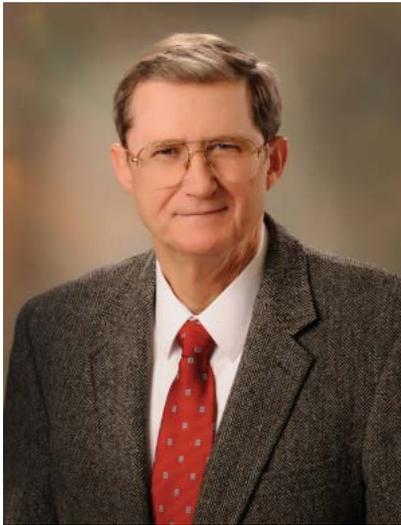


# ***Medicaid Matters***

## **Dr. R. Bob Mullins, Jr. appointed Alabama Medicaid Commissioner**

Longtime family physician R. Bob Mullins, Jr., MD, has been appointed Alabama Medicaid Commissioner by Governor Robert Bentley. He joins the Agency after 37 years in private practice in the east Alabama city of Valley.



A 1968 graduate of the University of Alabama School of Medicine, Dr. Mullins interned at Lloyd Noland Hospital in Fairfield, Ala., served two years in the U.S. Army, and completed a two-year General Practice residency in Columbus, Ga., before beginning his private practice in 1973.

“Dr. Mullins is a family doctor of long standing and is eminently qualified to be Medicaid director,” Governor Bentley said. “He understands the issues our Medicaid agency faces from the provider side as well as the patient and health care institutions’ perspective. I have every confidence that he is the right man for the job and will work with all those affected by our Medicaid agency.”

In addition to his practice, Dr. Mullins has been involved in a variety of local and state health care organizations, beginning in 1978 when he volunteered to help start an Impaired Physicians Committee for the Medical Association of the State of Alabama (MASA). He served on its Executive Committee until 1988. [Read more >>](#)

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## **State earns \$55 million bonus for Medicaid’s efforts to enroll children**

Improved access to applicant information and a more efficient and streamlined eligibility process has again catapulted the State of Alabama into the national spotlight for its success in enrolling low-income children in Medicaid.

The State of Alabama earned \$55 million, the largest performance bonus offered by the federal government to any state and more than one quarter of the \$206 million awarded for the 2010 fiscal year. Last year, Alabama received a \$39.1 million bonus for boosting eligibility levels in the 2009 fiscal year, the largest amount awarded in that year. Both bonuses are one-time awards that go directly into the General Fund.

“We are absolutely ecstatic about the \$55 million bonus,” said Lee Rawlinson, Medicaid Deputy Commissioner for Beneficiary Services. “It just could not have come at a better time for the state. And had we not had all these streamlining efforts, we would never have been able to get to these applications and get all these children awarded.” [Read more >>](#)



**Inside:** • “One Health Record” Web site launched to spur public involvement  
• New Customer Service Center improves access to Medicaid services

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## “One Health Record” Web site launched to spur public involvement

A new Web site to encourage public involvement as Alabama develops a statewide electronic health record system is now available at [www.onehealthrecord.alabama.gov](http://www.onehealthrecord.alabama.gov). The new site has been established as a central point for citizens to learn about and become involved in the state’s efforts to use new technology to reduce duplication, increase efficiency, improve patient health outcomes, prevent fraud and abuse, and lower health care costs.

“By 2014, the nation’s health care system will be much different than it is today,” said Statewide Health Information Technology Coordinator Kim Davis-Allen. “To prepare for the changes that lie ahead, implementation, adoption and use of a secure health information exchange that health care providers and patients trust and value is essential.”

The State of Alabama has already taken important first steps toward the goal of creating a system that provides timely, secure access to a patient’s health information, Davis-Allen said.

“We don’t want to do this in isolation, however,” she emphasized. “Our goal is to involve the citizens of this state at all levels to create an electronic health records system that immediately provides vital health care information while supporting patient-centered health care and continuous improvements in access, quality, outcomes and efficiency of care.” [Read more >>](#)

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## New Customer Service Center improves access to Medicaid services

The January 2011 opening of the first Customer Service Center in Mobile not only makes the Medicaid application process more user-friendly and accessible, but also represents continued progress in the Agency’s quest to reduce costs and increase efficiency through innovation and technology.



“The centers are part of Beneficiary Services Division’s contribution to Medicaid’s transformation effort to provide better care—or service—at a lower cost,” said Lee Rawlinson, deputy commissioner for Beneficiary Services.

Conveniently located at 2800 Dauphin Street, Suite 105, the new office is an example of the way Medicaid hopes to serve all applicants by offering a storefront, self-service environment that provides access to computers and copiers along with the staff to assist in the process. The center also provides a drop box for change forms and applications, and a resource center with information about other agencies, programs and referral information that might be of interest to clients and their families. [Read more >>](#)

**Contact Us:**    **Recipient Questions & Assistance: 1-800-362-1504**  
**Provider Assistance (HP) 1-800-688-7989**  
**Website: [www.medicaid.alabama.gov](http://www.medicaid.alabama.gov)**

