Alabama Medicaid Contact Information

Important Telephone Numbers for the Alabama Medicaid Agency

Dental Services 1-800-688-7989

Durable Medical Equipment

Administration 1-800-688-7989

Hospital, psychiatric, admission

Children/Adolescent 1-800-688-7989

Geriatric Inpatient 1-800-688-7989

Long Term Care 1-800-688-7989

- Home Health Services
- Hospice Services
- Personal Care (for children under 21 only)
- Private Duty Nursing (for children under 21 only)
- Program of All Inclusive Care for the Elderly (PACE)
- Alabama Community Transition (ACT) Waiver

Medical Services Customer Service 1-800-688-7989

- Adolescent Pregnancy Prevention
- Ambulatory Surgical Centers
- EPSDT (Early and periodic screening, diagnosis, and treatment/Child Health Checkups)
- Eye Care
- Family Planning
- Federally Qualified Health Centers
- Hearing Services
- Hospital Program
- Laboratory Services

Maternity Care Program

- Mental Health Services
- Patient 1st
- Physician's Program
- Prenatal Care
- Prenatal Education
- Radiology Services
- Renal Dialysis
- Residential Treatment Facilities
- Rural Health Clinics
- Therapist, in home (for children under 21 only)
- Transplants
- Transportation, air (for children under 21 only)

Nursing Home Care

Admissions/Program Administration 1-800-688-7989

Prior Authorization

For providers..…… 1-800-688-7989

For recipients……..1-800-362-1504

- Durable Medical Equipment
- Eye Care
- Home Health, additional visits (for children under 21 only)
- Inpatient Psychiatric Admissions (for children under 21 only)
- Private Duty Nursing (for children under 21 only)
- Therapies, in home (for children under 21 only)

Clinical Services and Support

For providers ……1-800-688-7989

For recipients……1-800-362-1504

Pharmacy Services (prior approval of drugs)..... 1-800-748-0130

Durable Medical Equipment……1-800-362-1504

Medical Prior Authorization……1-800-362-1504

Drug Rebate…… 1- 334-215-4260

Radiology Services (prior approval of MRI's, CT and PET scans)...1-888-693-3211

Third Party Division

Health Insurance Updates for last names A-H…….334-242-5249

Health Insurance Updates for last names I-P……. 334-242-5280

Health Insurance Updates for last names Q-Z……. 334-242-5254

General Information

For anyone to call 334-242-5000

For Medicaid recipients only..... 1-800-362-1504

For Medicaid providers regarding policies, procedures and/or administrative reviews 1-800-362-1504 for all other information..... 1-800-688-7989

Important Telephone Numbers for HPE

Automated Voice Response System (AVRS)..... 1-800-727-7848

Electronic Media Claims (EMC)..... 1-800-456-1242

Provider Assistance Center..... 1-800-688-7989

Provider Enrollment 1-888-223-3630

Provider Relations Representatives..... 1-855-523-9170

HPE Operator 334-215-0111

Mailing Addresses

Alabama Medicaid Agency.....501 Dexter Avenue
Post Office Box 5624
Montgomery, AL 36103-5624

For mailing claims which require attachments:

Pharmacy, Dental, and UB-04 Claims.....HPE

.....Post Office Box 244032

.....Montgomery, AL 36124-4032

CMS-1500 Claims.....HPE

.....Post Office Box 244032

.....Montgomery, AL 36124-4032

Inquiries, Provider Enrollment Information, Provider Relations

.....HPE

.....Post Office Box 241685

.....Montgomery, AL 36124-1685

Medicare-related Claims ..... HPE

..... Post Office Box 244032

..... Montgomery, AL 36124-4032

Medical Prior Authorization ..... HPE

..... Post Office Box 244032

..... Montgomery, AL 36124-4032

Pharmacy Prior Authorization ..... HID

..... Post Office Box 3210

..... Auburn, AL 36823-3210

..... FAX: 1-800-748-0116

Web Site Address

Refer to the Alabama Medicaid Agency's web site at http://www.medicaid.alabama.gov for the following resources:

- Forms
- Manuals
- Bulletins
- Provider Notices
- Schedule of Events
- Billing and Eligibility Software