



Alabama Medicaid Agency

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KAY IVEY
Governor

Telecommunication for the Deaf: 1-800-253-0799
334-242-5000 1-800-362-1504

STEPHANIE MCGEE AZAR
Commissioner

RECIPIENT NOTICE 19-001 SEPTEMBER 1, 2019

**The Patient 1st and Maternity Care programs are changing!
Read this notice to learn more!**

Starting October 1, 2019, Medicaid will change how you get most of your health care and maternity services. Here is what you need to know:

- 1) The Patient 1st program will end. You no longer have to see just one primary care doctor for your care.
- 2) You may go to any primary care doctor or OB/GYN as long as the doctor will take your Medicaid.
- 3) You will have the same Medicaid benefits you have now.
- 4) You will still need to get a referral to see a specialist.
- 5) Children must still get a referral in order to get extra services and visits to treat a health problem.
- 6) A new Medicaid program called the Alabama Coordinated Health Network (ACHN) can help you have better health. Social workers and nurses who work for a Medicaid-approved ACHN group will get you the help you need.
- 7) Starting November 1, 2019, a care coordinator with this group can help you:
 - Learn about an illness you have and what to do to stay well.
 - Find a doctor or OB/GYN, get a referral for a specialist, or tell you how to get extra services or visits for your child to treat a health problem.
 - Manage your medicines and help you get care in the best place for you.
 - Work with your doctors and care team after you go home from the hospital.
 - Avoid hospital stays or emergency room visits when possible.
 - Help solve problems so you can have a better quality of life.

The group serving your county is:

Starting on October 1, 2019, you can call them at _____ to find out about care coordination services. Until then, please visit the Medicaid website at www.Medicaid.Alabama.gov for information about the Alabama Coordinated Health Network. You can also call toll-free for help: 1-800-362-1504.


Stephanie McGee Azar
Commissioner



Say "I Count" in 2020 by filling out your Census form. *Why should you care?* Alabama Medicaid funding could go down if enough people do not fill out their Census forms. Alabama could also lose representation at the federal level. *What can you do to help?* Share the message and ask friends and neighbors to fill out their 2020 Census. *When can you help?* The form should be mailed out early next April. **Reminder!** Alabama needs everyone to fill out their forms. Information taken from the 2020 Census could affect Alabama's future over the next 10 years and beyond! For more information go to www.census.alabama.gov or follow the Census in Alabama on Facebook www.facebook.com/AlabamaCounts.

To report fraud, call: 1-866-452-4930

REMINDER: All Medicaid recipients are required to present their Medicaid eligibility card and proper identification to a provider of medical services for verification of eligibility when seeking treatment or service under the Medicaid Program.

If you need information in a different language or format:

Alabama Medicaid Agency provides free aids and services to people with disabilities to communicate with us. These include:

- Sign language interpreters
- Written information in other formats such as large print, audio, or electronic formats.

Alabama Medicaid Agency also provides free language services to people whose primary language is not English, such as:

- Oral translation by qualified interpreters
- Materials written in other languages

If you need these services, contact Alabama Medicaid Agency at 1-800-362-1504.

If you need an interpreter:

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-362-1504 (TTY: 1-800-253-0799).

中文 (Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-362-1504 (TTY: 1-800-253-0799)。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-362-1504 (TTY: 1-800-253-0799.)번으로 전화해 주십시오.

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-362-1504 (TTY: 1-800-253-0799).

عربية (Arabic) رقم 1-800-362-1504 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-362-1504 (TTY: 1-800-253-0799) والبيكم الصم هاتف.

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-362-1504 (TTY: 1-800-253-0799).

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-362-1504 (TTY: 1-800-253-0799).

ગુજરાતી (Gujarati) યુના: જો તમે જરાતી બોલતા હો, તો િન: લુ ભાષા સહાય સેવાઓ તમારા માટ ઉપલબ્ધ છ.
ફોન કરો 1-800-362-1504 (TTY: 1-800-253-0799).

Tagalog PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-362-1504 (TTY: 1-800-253-0799).

हिंदी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-362-1504 (TTY: 1-800-253-0799) पर कॉल करें।

Laotian ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-362-1504 (TTY: 1-800-253-0799).

Russian ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-362-1504 (TTY: 1-800-253-0799).

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-362-1504 (TTY: 1-800-253-0799).

Türkçe (Turkish) DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-800-362-1504 (TTY: 1-800-253-0799) irtibat numaralarını arayın.

日本語 (Japanese) 注意事項 : 日本語を話される場合、無料の言語支援をご利用いただけます。1-800-362-1504 (TTY: 1-800-253-0799)まで、お電話にてご連絡ください

ATTENTION: If you need materials in large print, an audio recording or other help to apply for or use with your Medicaid coverage, these are available to you at no cost. Call 1-800-362-1504 (TTY: 1-800-253-0799).