

A L E R T

May 9, 2025

TO: All Providers

RE: Provider Directory Information Request for Providers

Beginning July 1, 2025, the Alabama Medicaid Agency (Medicaid) Provider Directory will display the following additional provider information:

- The provider's cultural and linguistic capabilities including languages (including American Sign Language) offered by the provider (including interpretation/translation service offerings) or by a skilled medical interpreter who provides interpretation services at the provider's office.
- Whether the provider is accepting new Medicaid patients and whether the provider is accepting new CHIP patients.
- Accommodations provided by the provider's office or facility for individuals with physical disabilities; to include offices, exam rooms, and equipment.
- The providers website (if applicable).
- Whether the provider offers covered services via telehealth.

Providers in the process of becoming a Medicaid provider may supply this information in the appropriate fields of the electronic enrollment application. This information will be verified for currently enrolled providers during the revalidation process. Initial enrollment applications and/or revalidation documentation submitted without this information will be subject to a request for correction.

Currently enrolled providers may also view, update, and/or supply this information via the Medicaid Interactive Web Portal by following the steps below.

NOTE: This access is only available to account administrator users.

Steps to Add/Update Information:

1. Log onto the Alabama Medicaid Interactive Web Portal by going to the following link and selecting Secure Site: <https://www.medicaid.alabamaservices.org/alportal/>.
2. On the **Providers** tab select **Provider Maintenance**.
3. In the Provider Maintenance panel select **Provider Location Contact Information** and **Provider Payer Information**.
4. Review completed fields for accuracy and update any incorrect or outdated information.
5. Complete blank fields to provide missing information (i.e., patient contact email, service location email, etc.).
6. Select **Save** to submit new/updated information.

For questions or assistance with updating contact information, please contact Provider Enrollment at 1-888-223-3630.