



How to Locate a Provider Online

Blue Cross and Blue Shield of Alabama's web site is available to give information related to a provider's name, address, specialties, network participation and more.

To view this information go to www.bcbsal.com and follow the steps below:

- Under the "Find a Health Provider" heading, click on "Healthcare Provider or Facility."
- Click on "Doctor", then enter the zip code or city and state that the provider practices in.
- Enter your provider's last name to view needed information.

The screenshot shows the 'Find a Health Provider' web interface. It is divided into two main sections: '1 SELECT a healthcare provider type' and '2 ENTER a search location'. In the first section, the 'Doctor' radio button is selected. In the second section, the 'Zip Code' field contains '35216'. Below this, there is an 'OR' section with a 'State' dropdown menu set to 'AL'. To the right of the 'State' dropdown is a text input field for 'Doctor's Last Name' containing 'Smith'. Below the 'State' dropdown is a green button labeled 'SEARCH >>'. To the right of the 'Doctor's Last Name' field is a blue button labeled 'Advanced Search Options'. At the bottom of the form is a green button labeled 'UPDATE SEARCH'.

To update your information in our provider records, complete the [Provider Change Notification form](#), sign and mail or fax it to the address below:

Provider Credentialing
Post Office Box 362142
Birmingham, Alabama 35236-2142

Fax: 205-220-9545

If you have providers that are not displayed in our online directory complete the Alabama [Uniform Provider Application](#) (UPA) and submit it electronically to Blue Cross and Blue Shield of Alabama.

If you have providers that are not displayed in our online directory but need a location added, complete an [application to add a new location](#) online or [print the application to add a new location](#).

Important Information

The following disclaimer is applicable to all telephone inquiries and automated communications systems (i.e., InfoSolutions®, telephone, and fax) to Blue Cross and Blue Shield of Alabama:

The information provided is only general benefit information and is not a guarantee of payment. Benefits are always subject to the terms and limitations of the plan and no employee of Blue Cross and Blue Shield of Alabama has authority to enlarge or expand the terms of the plan. The availability of benefits is always conditioned upon the patient's coverage and the existence of a contract for plan benefits as of the date of service. A loss of coverage, as well as contract termination, can occur under certain circumstances. There will be no benefits available if such circumstances occur.

Note: Please refer to our web site, www.bcbsal.com, for the most current benefit and policy information.