

Supporting providers, their staff and electronic vendors.

PROVIDERFACTS



BlueCross BlueShield
of Alabama

An Independent Licensee of the Blue Cross and Blue Shield Association

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Eligibility and Benefits Online Course

Blue Cross and Blue Shield of Alabama has a new online tutorial, “Understanding the Basics of Electronic Eligibility and Benefits.” This course is intended to educate providers and healthcare office staff on how to understand and utilize electronic eligibility and benefits information for Blue Cross patients. To access this course [click here](#).

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.bcsal.com, for the most current benefit and policy information.