

Is your current insurance plan provided by an insurance carrier other than Blue Cross and Blue Shield of Alabama?

If so, click [here](#).

Frequently Asked Questions for current Blue Cross and Blue Shield of Alabama members:

<p>1. When will the transition to Credence take place?</p>	<p>Your Credence benefits will be effective January 1, 2022.</p>
<p>2. Will I get a new ID card?</p>	<p>Yes. Your new Credence ID card(s) will arrive after your company's Open Enrollment period has ended and before your benefits take effect on January 1, 2022.</p>
<p>3. I'm currently a member of Blue Cross and Blue Shield of Alabama. Am I losing Blue Cross and Blue Shield insurance coverage?</p>	<p>No. This is not a change to your insurance carrier. Credence is a new experience that provides significant enhancements to the capabilities, service and innovation provided to you—you are not losing the Blue Cross and Blue Shield you know and trust—or the outstanding customer service you expect.</p>
<p>4. Will I still have access to the same networks and doctors?</p>	<p>If you're currently a member of Blue Cross and Blue Shield of Alabama, you'll have access to the same networks and doctors with Credence. This is not a change to your insurance carrier, but an enhanced experience from Blue Cross and Blue Shield. With Credence, you'll maintain access to your current network and your choice of more than 96% of hospitals and 95% of providers nationwide.</p>
<p>5. Will I receive a new contract number with Credence if I'm currently a member of Blue Cross and Blue Shield of Alabama?</p>	<p>No. You will have the same contract number. All of your history and information will stay with you when you transition to Credence.</p>
<p>6. Do I need to update my insurance information with my provider?</p>	<p>If you're currently a member of Blue Cross and Blue Shield of Alabama, you should not need to update your insurance information with your provider because your contract number is not changing. However, if your provider does want an updated copy of your insurance card on file, they will let you know.</p>

Frequently Asked Questions for current Blue Cross and Blue Shield of Alabama members continued:

7. Do I need to re-register for my online account?

If you currently have a *myBlueCross* account, you should be able to use the same login information you are currently using to access your online account on **CredenceBlue.com**. Your information and records will transfer with you to the Credence site beginning **January 1, 2022**. Within your Credence online account, you'll still have access to helpful tools and resources you're familiar with, such as exploring details of your benefits, managing your Claim Statements, accessing your ID card(s), tracking cost-sharing details and more.

If you don't have an existing online account, visit **AlabamaBlue.com** to register and create an online account. The username and password you create will transition with you to **CredenceBlue.com** beginning January 1, 2022.

8. Where can I access my Claim Statements—formerly called Explanation of Benefits—for services performed PRIOR to transitioning to Credence?

You can access and manage your Blue Cross and Blue Shield of Alabama Claim Statements through your online account at **AlabamaBlue.com** until December 31, 2021.

You'll still be able to access your Blue Cross and Blue Shield of Alabama Claim Statements for any dates of service within the past two years through your online Credence account beginning January 1, 2022.

9. Where can I access my Claim Statements for Credence and when will they be available?

You can access and manage your Credence Claim Statements through your online account beginning January 1, 2022. Any services provided on or after January 1, 2022, will be available to view through your Credence online account.

10. Who do I call if I have questions about my Credence benefits?

Please call the Customer Service number on the back of your Credence ID card(s) or visit **CredenceBlue.com/ContactUs** if you have questions about your Credence benefits.

Frequently Asked Questions for those who are not currently Blue Cross and Blue Shield of Alabama members:

1. When will the transition to Credence take place?	Your Credence benefits will be effective January 1, 2022.
2. Will I get a new ID card?	Yes. Your new Credence ID card(s) will arrive after your company's Open Enrollment period has ended and before your benefits take effect on January 1, 2022.
3. How broad is the Credence provider network? How do I find out if my current doctor is included in the Credence network or find a new provider?	<p>With Credence, you'll have access to the Blue Cross and Blue Shield network that includes more than 96% of hospitals and 95% of providers nationwide.</p> <p>You can check to see if your current providers are included in the Credence network or easily locate a provider near you by visiting CredenceBlue.com/FindCare.</p>
4. Do I need to update my insurance information with my provider?	Yes. If you're joining Credence from a different insurance carrier, you'll need to provide an updated copy of your insurance information to your provider during your next visit.
5. How do I register for my online account?	Beginning January 1, 2022, visit CredenceBlue.com to register and create an online account. With your Credence online account, you'll have access to helpful tools and resources, such as exploring details of your benefits, managing your Claim Statements, accessing your ID card(s), tracking cost-sharing details and more.
6. When can I access my Claim Statements for Credence?	You can access and manage your Credence Claim Statements through your online account beginning January 1, 2022.
7. Who do I call if I have questions about my Credence benefits?	Please call the Customer Service number on the back of your Credence ID card(s) or visit CredenceBlue.com/ContactUs if you have questions about your Credence benefits.