BlueCross BlueShield of Alabama

An audit report is generated by Blue Cross and Blue Shield of Alabama to confirm the receipt of electronic claims. This report specifies whether the submitted claims were accepted for processing or rejected due to an error. Claims can be submitted using **vendor software** or by *ProviderAccess* **eClaims**.

Claims submitted:
- Monday - Friday before approximately 3:30 p.m. Central time will be acknowledged on the audit report the following business day.
- Monday - Friday after 3:30 p.m. Central time will be available on the audit report after two business days.

Audit Report Acknowledgements: Accepted or Rejected

- **Accepted:** Each accepted claim is assigned a claim number that can be used to track the claim throughout processing. The claim number confirms receipt of your claim, but does not guarantee payment.
  Note: When checking the claim status, dates are required in the Service To/From Date fields.
- **Rejected:** Make corrections and resubmit as a new claim.

Note: For questions or help with addressing claim rejections, contact your Practice Management Vendor first. If additional help is needed contact Provider Solutions at 205-220-6899 or ask-EDI@bcbsal.org. Provider Customer Service is not able to view claims rejected on an audit report.

Accessing Audit Reports Using *ProviderAccess*

There are two types of audit reports generated if you are using *ProviderAccess*:
- Claims submitted through *ProviderAccess* eClaims
- Vendor submitted claims – This report is provided as a courtesy.

Audit Reports – Vendor Submissions

Vendor Audit Reports are available by Payee NPI and Tax ID only.
1. Sign in to **AlabamaBlue.com/Providers**.
2. Select **"Patient & Claim,"** and then choose **"Audit Report – Vendor Submission."**
3. Select the appropriate **Business** from the drop-down menu.
4. Select the date of the report you wish to view and click "Submit".
5. Click the arrow in the top-right corner of the document to download the report after it is displayed.

ProviderAccess eClaims Audit Reports

1. Sign in to **AlabamaBlue.com/Providers**.
2. Select **"Patient & Claim,"** and then choose **"Audit Report – eClaims."**
3. Select the appropriate **Business** from the drop-down menu and the correct provider from the list displayed.
4. Choose one of two options to view Audit Reports on *ProviderAccess*.
   - View Audit Report for Individual Provider
   - View Audit Report by Payee NPI and Tax ID
5. Click the arrow in the top-right corner of the document to download the report after it is displayed.

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