Log in to **ProviderAccess**, hover over **Patient & Claim** and click on “Claim Entry (eClaims).”

Choose the correct **Business** and **Provider** from the drop-down boxes then click the “New Claim” tab.

Choose your patient from the **Patient Information** list and click “Continue.” If they are not listed, enter the contract number, first and last name, and date of birth then click “Continue.”

OVER
Choose the correct **Claim Type** and indicate whether the claim being submitted is Dental, Predetermination, Professional, Primary, or Secondary and add your **Patient Account Number**. The Patient Account Number is a unique identifier assigned by you, for your patients. Click “Next.”

Enter the **Claim Line** information and click “Add.”
Once you have keyed all lines of your claim, click “Next.”

**Note:** You may key up to 50 line items on this screen. After entering all line items, click “Next.” If you have more than 99 line items, you must create a new claim to enter the additional line items.

Choose any boxes that are applicable on the **Claim Information** screen and click “Submit Claim.”
Claims in the **Saved Claims** list have not been submitted to Blue Cross and Blue Shield of Alabama for processing. Under the **Actions** heading, you can **Edit**, **Create a PDF** or **Delete** the claim.

After the claim is submitted to Blue Cross, it will move into the **Submitted Claims** list. By clicking the “Find Claim” button, the last two weeks of claims will be shown. You can also search for a specific claim using any of the search criteria.

For additional help, please contact:

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