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

**Note:** Once you click the “Next” button, you will not be able to return to this page. If you realize you entered incorrect information on this page, delete the claim and start a **new claim**.
Review this screen and provide all information applicable to this claim. Once complete, click “Next.”

Required fields (*).
Once you have keyed all lines of your claim, click “Submit Claim.”

Note: You may key up to 99 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.
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.