Please note: At the onset of the COVID-19 pandemic, we temporarily added a “Telehealth Benefits” section on the Covered tab in Eligibility and Benefits. Going forward, as plans renew their coverage with us, this section on the Covered tab will be removed. Until the plan renews, providers will still see the “Telehealth Benefits” section as indicated below.

1. Log in to AlabamaBlue.com/Providers.
   Select the green “GO” button next to “VERIFY ELIGIBILITY and BENEFITS.”

2. After entering the patient’s identifying information, select the “Covered” tab.

3. Look for “COVID-19 INFORMATION” or “TELEHEALTH BENEFITS” under Health Benefit Plan Coverage for patient-specific benefits and cost-sharing details.

If the “TELEHEALTH BENEFITS” section does not appear as indicated above: You can find telehealth benefits under the physician office visit, urgent care, therapy and behavioral health service types. In ProviderAccess Eligibility and Benefits, change the Service Type from “Health Benefit Plan Coverage” to one of these and click “Update Result” to view telehealth benefits for the patient.