

Contact Us

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Provider Customer Service

For claim status, eligibility, remittances and referrals, use one of the following methods:

- Access through your practice management software,
- Log in to our website, or
- Call the appropriate number listed below:

In-State General Provider Inquiry

- Participating hospitals: 1-800-760-6852
- Participating providers: 1-877-231-7239
- Interactive Voice Response (IVR) only: 205-988-2213 or 1-800-648-9807
- Non-participating hospitals and providers [IVR with representative availability]: 205-733-7016

Out-of-State General Provider Inquiry

- Automated IVR: 1-800-517-6425

Group-Specific Provider Inquiry

- Federal Employee Program (FEP - R prefix): 1-800-492-8872
- NASCO: 1-800-548-0165
- General Electric: 1-800-655-5392

Dental Provider Inquiry

- PPO Dentists: 1-800-373-4879
- Non-PPO Dentists: 205-985-5378
- Out-of-State Dentists: 1-888-783-5113

Home Care Agency Provider Inquiry (does not include hospice and durable medical equipment)

- Participating Home Care Agency: 1-877-231-7239
- Non-participating Home Care Agency: 205-733-7016

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Pharmacy Inquiry

- General Provider Inquiry: 1-800-216-9920
- Blue Advantage[®]/Part D Provider Inquiry: 1-877-878-8668

Other

- Other Blue Cross and Blue Shield Plans Outside Alabama: 1-800-676-2583

Provider Enrollment/Credentialing

To request a provider application, check application status, add a new location or update provider information, please use one of the following methods:

- Access [Enrollment and Credentialing](#) online
- [Email](#) Credentialing
- Call the IVR: 205-220-6765
- Fax (provider credentialing applications and related documents): 205-220-9545

Provider eSolutions

Our Provider eSolutions Consultants are available to serve you in many ways. [Learn more](#). To find the Provider eSolutions Consultant in your area, view our [territory map](#). For help with issues regarding electronic transactions such as claims, audit trail reports, remittances and eligibility and benefits, use one of the following contact methods:

- Call 205-220-6899
- [Email](#) Provider eSolutions

Network Services

Our Provider Networks Consultants are available to serve you in many ways. [Learn more](#). For information on provider networks and education, please call one of the phone numbers below and select the option for your Provider Networks Consultant. To find the Provider Networks Consultant for your area, click the applicable link below to view the territory map for your specialty:

- [Adult Primary Care, Pediatrics and Obstetrics/Gynecology](#)
- [Specialist, Ancillary, Dental and Behavioral Health Providers](#)
- [DME, Home Infusion Therapy, Home Health and Hospice](#)
- [Facility Providers](#)
- Call 205-220-7200 (local)
- Call 1-866-904-4130 (toll free)

Behavioral Health

For general information on our Behavioral Health programs, such as provider manuals and provider toolkits, use one of the following contact methods for New Directions Behavioral Health:

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- Visit their [website](#)
- Email providerrelations@ndbh.com
- Call 1-888-611-6285, Option 3

For more information, visit our [Behavioral Health page](#) on *ProviderAccess*.

Fraud and Abuse

You can remain anonymous when reporting healthcare fraud and abuse. To report possible healthcare fraud and abuse, use one of the following contact methods:

- Complete the [Report Suspected Fraud and Abuse](#) form
- Call our toll-free hotline at 1-800-824-4391

Additional information is available on our [Fraud and Abuse](#) webpage.

Precertification/Pre-Procedure Review/Medical Review

Preadmission Certification

- PAC/PMD Birmingham Area: 205-988-2245
- PAC/PMD Outside Birmingham: 1-800-248-2342
- PAC/Psych Birmingham Area: 205-985-4452
- PAC/Psych Outside Birmingham: 1-800-548-9859
- PAC/Psych Fax Number: 205-220-6857
- Case Management: 1-800-821-7231
- Pharmacy Help Line: 1-800-216-9920

Precertification

- State of Alabama (Group 13000): 1-800-551-2294
- Local Government (Group 30000): 1-800-551-2294

Pre-Procedure Review

- To verify that pre-procedure review is needed: 205-988-2245 or 1-800-248-2342

Medical Review

- Medical Review Fax: 205-220-9560

Pharmacy Review

- Pharmacy Review Representative: 1-800-206-1048
- Pharmacy Review Fax: 1-866-606-6021

2021 Holiday Schedule

Blue Cross and Blue Shield of Alabama offices will be closed the following days:

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New Year's Day
Friday, January 1

Martin Luther King Jr. Day
Monday, January 18

Good Friday
Friday, April 2

Memorial Day
Monday, May 31

Independence Day
Monday, July 5

Labor Day
Monday, September 6

Thanksgiving Day
Thursday, November 25

Day after Thanksgiving
Friday, November 26

Christmas Eve
Thursday, December 23

Christmas Day
Friday, December 24