

## Contact Us

Blue Cross and Blue Shield of Alabama values our partnership with the provider community and appreciates the care you provide our members. Therefore, we want to provide you with the resources you need. Please refer to the following list of important contact information when you need assistance:

- [Provider Customer Service](#)
- [Provider Enrollment and Credentialing](#)
- [Provider eSolutions](#)
- [Network Services](#)
- [Fraud and Abuse](#)
- [Precertification/Pre-Procedure Review/Medical Review](#)

## Provider Customer Service

For assistance with 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

### Pharmacy Inquiry

- General Provider Inquiry: 1-800-216-9920
- Blue Advantage<sup>®</sup>/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 assistance 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](#)
- [Specialists, Ancillary 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)

## 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 1-800-824-4391

## **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