

Is your current insurance plan provided by an insurance carrier other than Blue Cross and Blue Shield of Alabama?

If so, click [here](#).

Frequently Asked Questions for current Blue Cross and Blue Shield of Alabama members:

1. When will the transition to Credence take place?	Your Credence benefits will begin on your plan's effective date.
2. Will I get a new ID card?	Yes. You should receive your card within 7-10 business days of being enrolled.
3. I'm currently a member of Blue Cross and Blue Shield of Alabama. Am I losing Blue Cross and Blue Shield insurance coverage?	No. This is not a change to your insurance carrier. Credence is a new experience that provides significant enhancements to the capabilities, service and innovation provided to you—you are not losing the Blue Cross and Blue Shield you know and trust—or the outstanding customer service you expect.
4. Will I still have access to the same networks and doctors?	If you're currently a member of Blue Cross and Blue Shield of Alabama, you'll have access to the same networks and doctors with Credence. This is not a change to your insurance carrier, but an enhanced experience from Blue Cross and Blue Shield. With Credence, you'll maintain access to your current network.
5. Will I receive a new contract number with Credence if I'm currently a member of Blue Cross and Blue Shield of Alabama?	You will have the same contract number, unless you're enrolled in a Medicare Supplement and/or Dental plan, as all Dental and Medicare Supplement prefixes have changed. All of your history and information will stay with you when you transition to Credence.
6. Do I need to update my insurance information with my provider?	As you transition to Credence, we want to ensure your provider has the most accurate and up-to-date information. For example, if you have a Medicare Supplement and/or Dental plan, you will have a change to your prefix (the first three letters of your contract number). So it's important to give an updated copy of your ID card to your provider.



Frequently Asked Questions for current Blue Cross and Blue Shield of Alabama members continued:

7. Do I need to re-register for my online account?	<p>If you currently have a <i>myBlueCross</i> account, you should be able to use the same login information you are currently using to access your online account on CredenceBlue.com. Your information and records will transfer with you to the Credence site beginning on your plan's effective date. Within your Credence online account, you'll still have access to helpful tools and resources you're familiar with, such as exploring details of your benefits, managing your Claim Statements, accessing your ID card(s), tracking cost-sharing details and more.</p> <p>If you don't have an existing online account, visit AlabamaBlue.com to register and create an online account. The username and password you create will transition with you to CredenceBlue.com beginning on your plan's effective date.</p>
8. Where can I access my Claim Statements for services performed PRIOR to transitioning to Credence?	<p>You can access and manage your Blue Cross and Blue Shield of Alabama Claim Statements through your online account at AlabamaBlue.com until your Credence coverage begins.</p> <p>You'll still be able to access your Blue Cross and Blue Shield of Alabama Claim Statements for any dates of service within the past two years through your online Credence account beginning on your plan's effective date.</p>
9. Where can I access my Claim Statements for Credence and when will they be available?	<p>You can access and manage your Credence Claim Statements through your online account beginning on your plan's effective date. Any services provided on or after your plan's effective date, will be available to view through your Credence online account.</p>
10. Who do I call if I have questions about my Credence benefits?	<p>Please call the Customer Service number on the back of your Credence ID card(s) or visit CredenceBlue.com/ContactUs if you have questions about your Credence benefits.</p>
11. Who do I call if I have questions about Credence Well-being programs and services?	<p>Please call the Credence Well-being number on the back of your Credence ID card(s) or visit CredenceBlue.com/ContactUs if you have questions related to the well-being offerings available to you.</p>
12. What can I expect from Credence's Well-being capabilities?	<p>Our new and enhanced well-being capabilities provide a holistic experience to support you in making lifestyle improvements and becoming more engaged in your health and wellness.</p> <p>With Credence Well-being, we'll help you understand your overall well-being and set health goals, while also providing you articles on topics that are personalized to you.</p> <p>You can easily find programs and resources offered by your employer, and with our community social forum, you can share your interests and ideas with coworkers, swap tips and tune into health and wellness trends.</p>



Frequently Asked Questions for current Blue Cross and Blue Shield of Alabama members continued:

13. What mobile apps are available with Credence?

CREDENCE

Your plan in your pocket.

- Log in easily with Touch/Face ID options
- Check your claims and benefits
- View or email your member ID card
- Track your deductible and out-of-pocket spend
- Find an in-network provider with the Find Care tool
- Communicate securely with Customer Service

CREDENCE WELL-BEING[®]

Connects you to everything you need to manage your health and well-being.

- Manage your health goals and access programs available to you
- Take a health assessment
- Sync your fitness device to easily log your activities, sleep and nutrition
- Read articles on topics that are personalized to you

** For members who engage with well-being offerings, they can also access certain benefit information, ID cards and more.*

BABY YOURSELF[®]

Tracks your baby's growth and your personal journey to motherhood

- Enroll easily in Baby Yourself from the app
- Communicate securely with your Baby Yourself Nurse*
- Weekly updates on the growth of your baby and what might be happening with you
- Improved trackers to track symptoms, kicks, contractions, etc.
- Track the growth of your belly with the enhanced Gallery
- Articles crafted around your pregnancy journey

** For this service, you must be a Credence member and enrolled in the Baby Yourself Maternity Program.*



Frequently Asked Questions for those who ARE NOT currently Blue Cross and Blue Shield of Alabama members:

1. When will the transition to Credence take place?	Your Credence benefits will begin on your plan's effective date.
2. Will I get a new ID card?	Yes. You should receive your card within 7-10 business days of being enrolled.
3. How do I find out if my current doctor is included in the Credence network or find a new provider?	You can check to see if your current providers are included in the Credence network or easily locate a provider near you by visiting CredenceBlue.com/FindCare .
4. Do I need to update my insurance information with my provider?	Yes. If you're joining Credence from a different insurance carrier, you'll need to provide an updated copy of your insurance information to your provider during your next visit.
5. How do I register for my online account?	Once your Credence coverage begins, visit CredenceBlue.com to register and create an online account. With your Credence online account, you'll have access to helpful tools and resources, such as exploring details of your benefits, managing your Claim Statements, accessing your ID card(s), tracking cost-sharing details and more.
6. When can I access my Claim Statements for Credence?	You can access and manage your Credence Claim Statements through your online account beginning on your plan's effective date.
7. Who do I call if I have questions about my Credence benefits?	Please call the Customer Service number on the back of your Credence ID card(s) or visit CredenceBlue.com/ContactUs if you have questions about your Credence benefits.
8. Who do I call if I have questions about Credence Well-being programs and services?	Please call the Credence Well-being number on the back of your Credence ID card(s) or visit CredenceBlue.com/ContactUs if you have questions related to the well-being offerings available to you.



Frequently Asked Questions for those who ARE NOT currently Blue Cross and Blue Shield of Alabama members:

9. What capabilities can I expect from Credence Well-being?

Our new and enhanced well-being capabilities provide a holistic experience to support you in making lifestyle improvements and becoming more engaged in your health and wellness.

With Credence Well-being, we'll help you understand your overall well-being and set health goals, while also providing you articles on topics that are personalized to you.

You can easily find programs and resources offered by your employer, and with our community social forum, you can share your interests and ideas with coworkers, swap tips and tune into health and wellness trends.

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