



BlueCross BlueShield of Alabama

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Blue Cross and Blue Shield of Alabama Expands Telehealth Coverage as Customers' Health and Well-Being Remains Top Priority

Birmingham, AL –Blue Cross and Blue Shield of Alabama wants our customers to have peace of mind knowing we are here for them, and their health and well-being is our top priority. We continue to monitor the outbreak of the new coronavirus (COVID-19) in Alabama. In response, Blue Cross will expand telehealth to ease access to appropriate medical services for our customers.

Effective March 16, 2020, Blue Cross and Blue Shield of Alabama is expanding telehealth coverage. This expansion allows physicians, physician assistants, nurse practitioners and behavioral health practitioners to provide medically necessary services via telephone consultation.

Telehealth gives our customers the option to receive their care remotely to limit their exposure to COVID-19 and other illnesses. It can also serve as an initial screening for patients who may need testing for the coronavirus. For guidance on coronavirus testing, please refer to the [Centers for Disease Control & Prevention](#) and the [Alabama Department of Public Health](#) websites.

Telehealth is appropriate for consultations and visits for low complexity or routine health conditions. It is also used for ongoing health evaluations and care management. This includes acute illnesses or chronic disease management that, based on the provider's medical judgment, can be managed over the phone.

Customers can check with their physicians to see if they participate in Telehealth. This service is available when an in-network provider is used.

If members have questions, they can call the customer service number located on the back of their ID card. For the latest on COVID-19 developments, please visit the CDC's [website](#).

About Blue Cross and Blue Shield of Alabama

Blue Cross and Blue Shield of Alabama has insured Alabamians for over 83 years. Blue Cross offers coverage plans to corporations, individuals and the senior market. For more information about Blue Cross, visit AlabamaBlue.com. Connect with us on [Facebook](#), check out our videos on [YouTube](#) and follow us on [Twitter](#) for more up-to-date information.

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