

It's quick, easy and secure.

Filing Prescription Drug Claims Online

Getting reimbursed for your prescription drug expenses is easier than ever before. There is no need to mail a claim form. Submit your drug expenses online through CustomerAccess on Blue Cross and Blue Shield of Alabama's web site, www.bcbsal.com. You may file your claim anytime, even on weekends and holidays.



Manage Your Pharmacy Benefits

Convenient tools for managing your pharmacy costs and prescriptions



[File a Drug Claim](#)

[View Your Rx Claim History](#)

[Check your Rx Benefit Summary](#)

[Lookup Drugs Covered by Your Plan](#)

[Find a Pharmacy](#)

Filing your prescription expenses online is simple.

- 1 Go to www.bcbsal.com.
- 2 Sign in to CustomerAccess (register for this free service if you have not already done so)
- 3 Select "File a Drug Claim" under Manage Your Pharmacy Benefits.

"File a Drug Claim"

Enter the required information from your prescription receipt (claim authorization number, prescription number, date it was filled, and amount charged). Select the patient for whom the prescription was filled. If you have more prescription expenses to enter, click "Add Another Prescription." Once you've entered all the prescription expenses, click "Submit Claim."

To receive your reimbursement sooner, sign up for direct deposit. Click "Direct Deposit" on the CustomerAccess home page and enter your information.

If you have any questions, please call the customer service number located on the back of your ID card.



**BlueCross BlueShield
of Alabama**

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