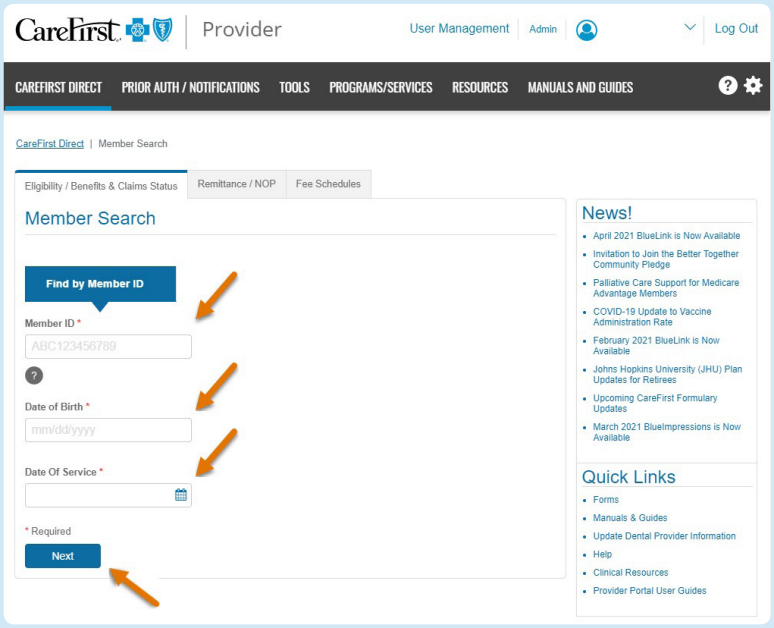
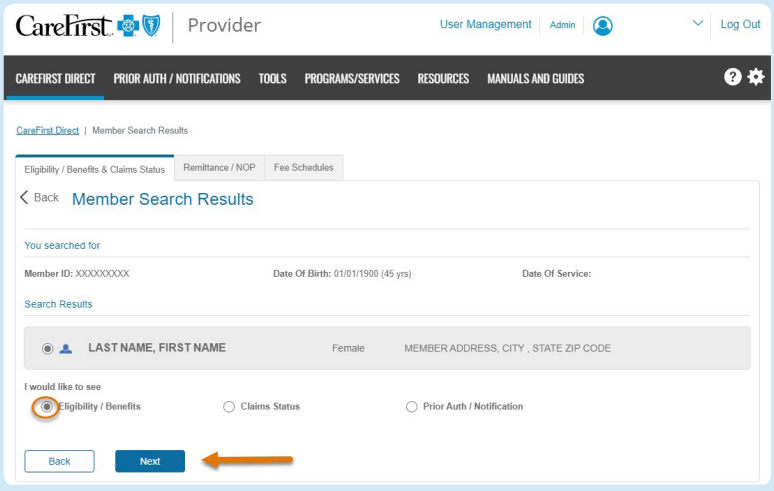
Locating Key Information About Your Patients' Plans on CareFirst Direct

We encourage you to use CareFirst Direct, our online benefit and claims information system, to verify key information about your patient's plans prior to billing CareFirst.

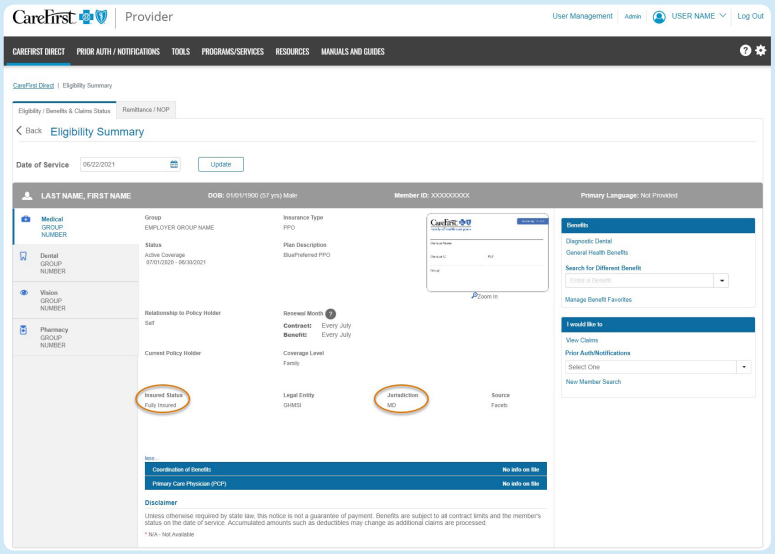
- Log in to the Provider Portal by accessing **carefirst.com/providerlogin**.
- Once logged in, you will see the CareFirst Direct home page and the Member Search screen.
- Ensure the *Eligibility/ Benefits & Claims Status* tab is selected, then enter the following information in the fields provided and then click *Next*:
  - Member ID
  - Date of Birth
  - Date of Service (this will automatically default to today's date)

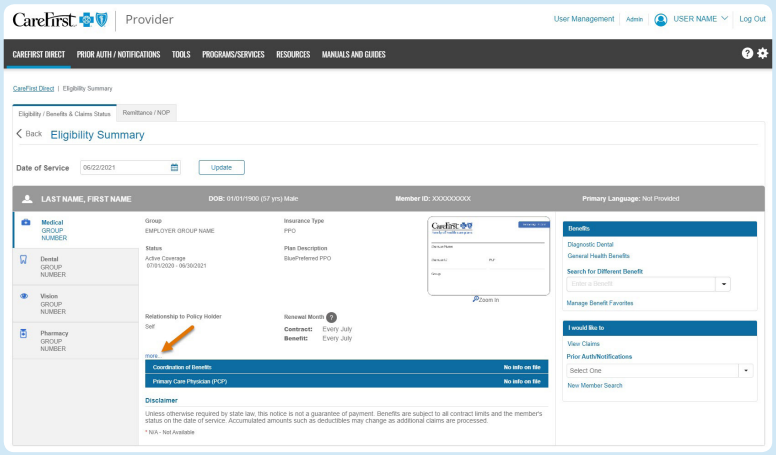


- Select the correct member by clicking on the radio button next to their name. Then select *Eligibility/ Benefits* and click *Next.*



Here, you will find all the policies associated with the member. At right is an example of the information you will see when viewing a member's medical policy information. On the *Eligibility Summary* screen, click *More* to get information about your patients and their plans, like insured status, the legal entity of the plan, the jurisdiction and internal CareFirst system information.





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