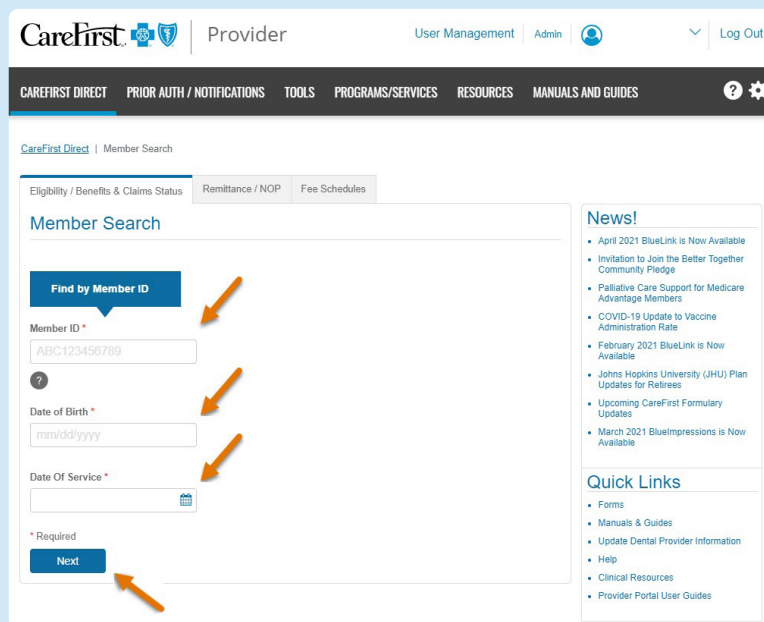


Locating Key Information About Your Patients' Plans on CareFirst Direct

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)



CareFirst Direct | Member Search

Eligibility / Benefits & Claims Status | Remittance / NOP | Fee Schedules

Member Search

Find by Member ID

Member ID *
ABC123456789

Date of Birth *
mm/dd/yyyy

Date Of Service *
[Calendar icon]

* Required

Next

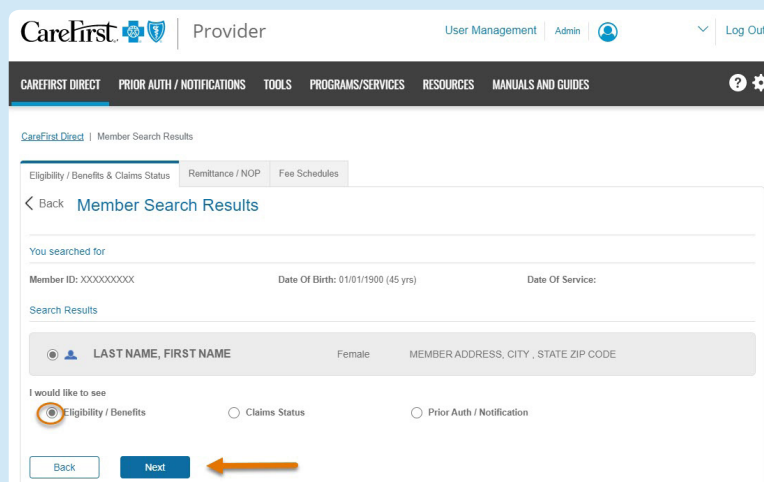
News!

- April 2021 BlueLink is Now Available
- Invitation to Join the Better Together Community Pledge
- Palliative Care Support for Medicare Advantage Members
- COVID-19 Update to Vaccine Administration Rate
- February 2021 BlueLink is Now Available
- Johns Hopkins University (JHU) Plan Updates for Retirees
- Upcoming CareFirst Formulary Updates
- March 2021 BlueImpressions is Now Available

Quick Links

- Forms
- Manuals & Guides
- Update Dental Provider Information
- Help
- Clinical Resources
- Provider Portal User Guides

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



CareFirst Direct | Member Search Results

Eligibility / Benefits & Claims Status | Remittance / NOP | Fee Schedules

Member Search Results

You searched for

Member ID: XXXXXXXX Date of Birth: 01/01/1900 (45 yrs) Date Of Service:

Search Results

LAST NAME, FIRST NAME Female MEMBER ADDRESS, CITY, STATE ZIP CODE

I would like to see

Eligibility / Benefits Claims Status Prior Auth / Notification

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.

The screenshot shows the CareFirst Eligibility Summary page for a member. The page includes a navigation bar with 'CAREFIRST DIRECT', 'PRIOR AUTH / NOTIFICATIONS', 'TOOLS', 'PROGRAMS/SERVICES', 'RESOURCES', and 'MANUALS AND GUIDES'. The main content area displays member information: LAST NAME, FIRST NAME, DOB: 01/01/1900 (27 yrs) Male, Member ID: XXXXXXXXXX, and Primary Language: Not Provided. A table lists policy details:

Medical GROUP NUMBER	Group EMPLOYER GROUP NAME	Insurance Type	Plan Description
07910000-00000001	Active Coverage	BlueShield PPO	BlueShield PPO

 Other fields include Status (Active Coverage), Relationship to Policy Holder (Self), Renewed Month (Every July), Contract Benefit (Every July), Coverage Level (Family), Legal Entity (G082), and Jurisdiction (MD). A 'Benefits' sidebar on the right lists Diagnostic Dental, General Health Benefits, and Search for Different Benefits. A 'Disclaimer' at the bottom states: 'Unless otherwise required by state law, this notice is not a guarantee of payment. Benefits are subject to all contract limits and the member's status on the date of service. Accumulated amounts such as deductibles may change as additional claims are processed.'

This screenshot is identical to the one above, but with a red arrow pointing to the 'Primary Care Physician (PCP)' field in the 'Contributor of Benefits' section, which is currently blank. The rest of the page content, including the navigation bar, member information, and disclaimer, remains the same.