



CAREFIRST UPDATES AND REMINDERS

Maryland AAHAM

NOVEMBER 2020

Proprietary and Confidential



Launching January 1, 2021

2 HMO Plans

CareFirst BlueCross BlueShield Advantage Core (HMO)

Our Core plan covers all your Medicare covered benefits, prescription drug coverage and additional benefits like dental, vision, fitness and more all at a low premium.

CareFirst BlueCross BlueShield Advantage Enhanced (HMO)

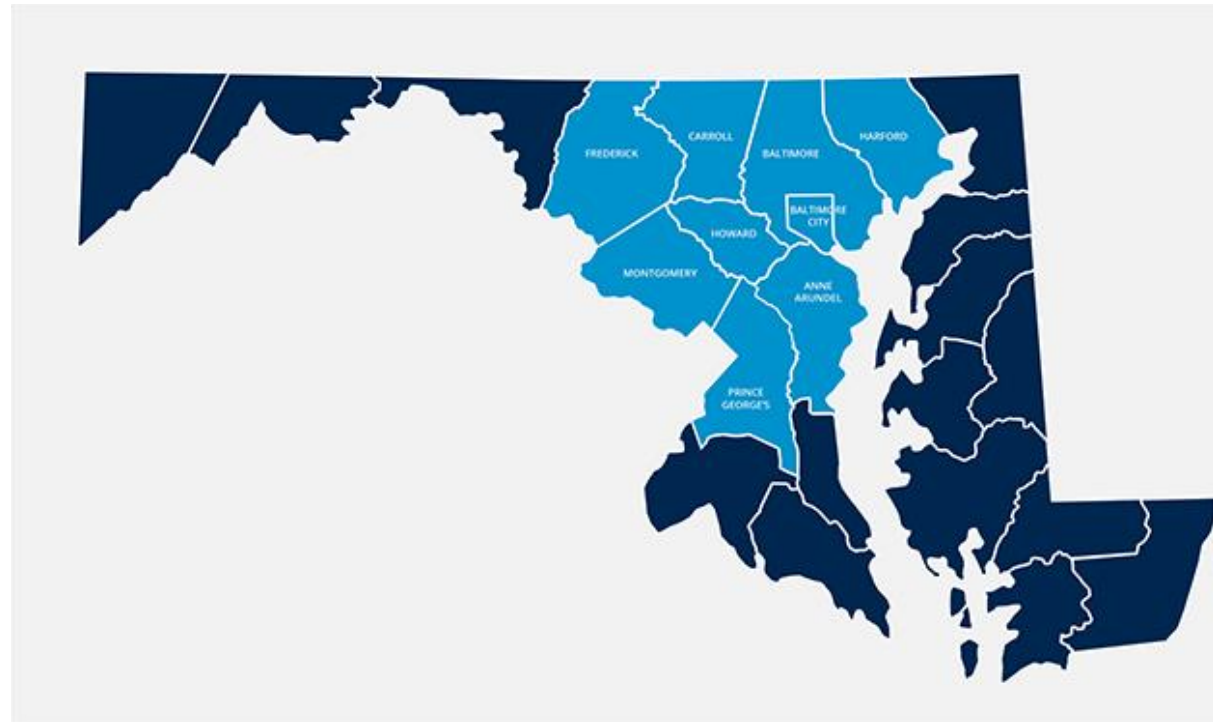
Our Enhanced plan is packed with additional benefits beyond Medicare with no to low copays. This plan also offers a few extra benefits beyond the Core plan like routine chiropractic, acupuncture and podiatry. Members of this plan can also enroll in our Dental and Vision Add-On.



Service Area

CareFirst offers Medicare Advantage coverage to residents of the following Maryland counties:

- Anne Arundel
- Baltimore
- Baltimore City
- Carroll
- Frederick
- Harford
- Howard
- Montgomery
- Prince George's



As network and membership expands, the service area could expand as well.

Want to learn more?



Additional information and resources are available at our Medicare Advantage product page:

- <https://www.carefirst.com/over65/compare-medicare-plans/medicare-advantage-plans.html>



Provider webinars are available for registration

- CareFirst Medicare Advantage Provider Training - Network Providers Only
 - Overview of the Medicare Advantage Product
- Medicare Advantage Inpatient Notifications and Prior Authorizations
 - How to input inpatient notifications and prior authorizations



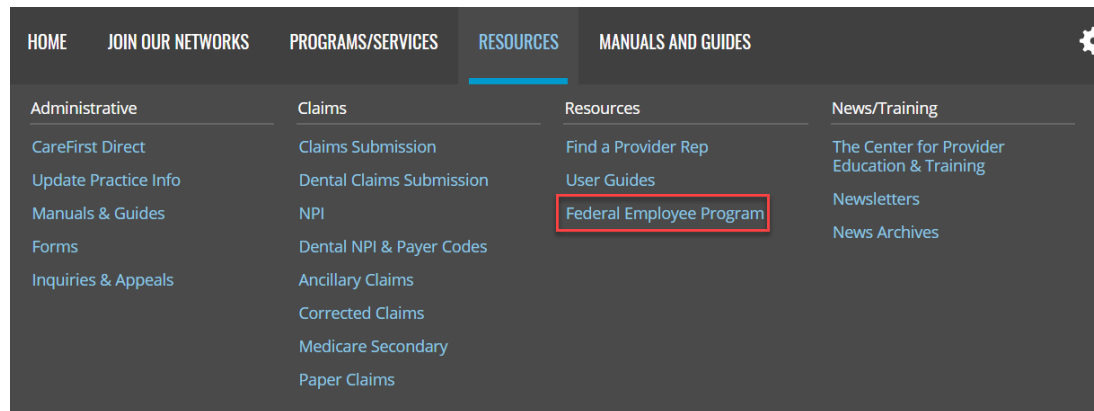
On-Demand training module should be available in December

- CareFirst will be launching a new Authorizations Portal
- Live webinars and training on new Authorization Portal will be available through November and December
 - Multiple dates and times will be offered. Be sure to sign up early to reserve your spot!

The screenshot shows the CareFirst Provider portal interface. At the top, the CareFirst logo is followed by the word "Provider". Below this is a dark navigation bar with the following links: HOME, CAREFIRST DIRECT, PRIOR AUTH / NOTIFICATIONS, TOOLS, PROGRAMS/SERVICES, RESOURCES, and MANUALS AND GUIDES. The main content area is titled "Prior Auth / Notifications" and features five distinct sections, each with a "Start Now" button and a "Learn more..." link.

- Medical (Commercial / FEP)**: Includes Inpatient Authorization (Inpatient Notification) and Outpatient Authorization (Medical Prior-Authorization).
- Medical (Medicare Advantage)**: Includes Inpatient Authorization (Inpatient Notification), Outpatient Authorization (Medical Prior-Authorization), and Genetic Testing.
- Pharmacy (All Lines of Business)**: Includes Specialty Drug Authorization and Pharmaceutical Authorization.
- Genetic Testing (Commercial)**
- BlueCard**: Includes a field labeled "Enter Prefix" with a question mark icon.

- FEP providers now have access to plan specific information on CareFirst.com. The FEP program, administered by CareFirst, follows specific guidelines unique to its plan.
- The FEP landing page was released in early October and can be found under the “Resources” tab of CareFirst’s provider page. Most links are accessible without logging in to the provider portal and can be saved or printed as a PDF. Content includes the FEP Medical Policy, FEP Benefits Brochure, and more.



In addition to the FEP landing page, providers still have access to the following resources:

- FEPBlue.org
- CareFirst’s Provider Portal
- The automated voice response unit
- Provider service representatives are available during regular business hours

UMMS Health Plans

In October 2020, it was announced that CareFirst BlueChoice, Inc. will acquire University of Maryland Health Advantage, Inc. (UM Health Advantage), a Medicare Dual Eligible Special Needs health plan, and University of Maryland Health Partners, Inc., a Medicaid Managed Care Organization. Combined, UMMS' Health Plans serve 55,000 Maryland residents each year.

Trusted Health Plan

In January 2020, CareFirst BlueCross BlueShield announced the acquisition of Trusted Health Plan (District of Columbia), Inc. (THP). Now, THP will be called CareFirst Community Health Plan District of Columbia. We look forward to continuing service to our 35,000 enrollees in the District. More information on this plan is available at <https://www.carefirstchpdc.com/>

NASCO ID numbers that were exclusive to CareFirst would traditionally start with an 81 or 83.

This is no longer the case.

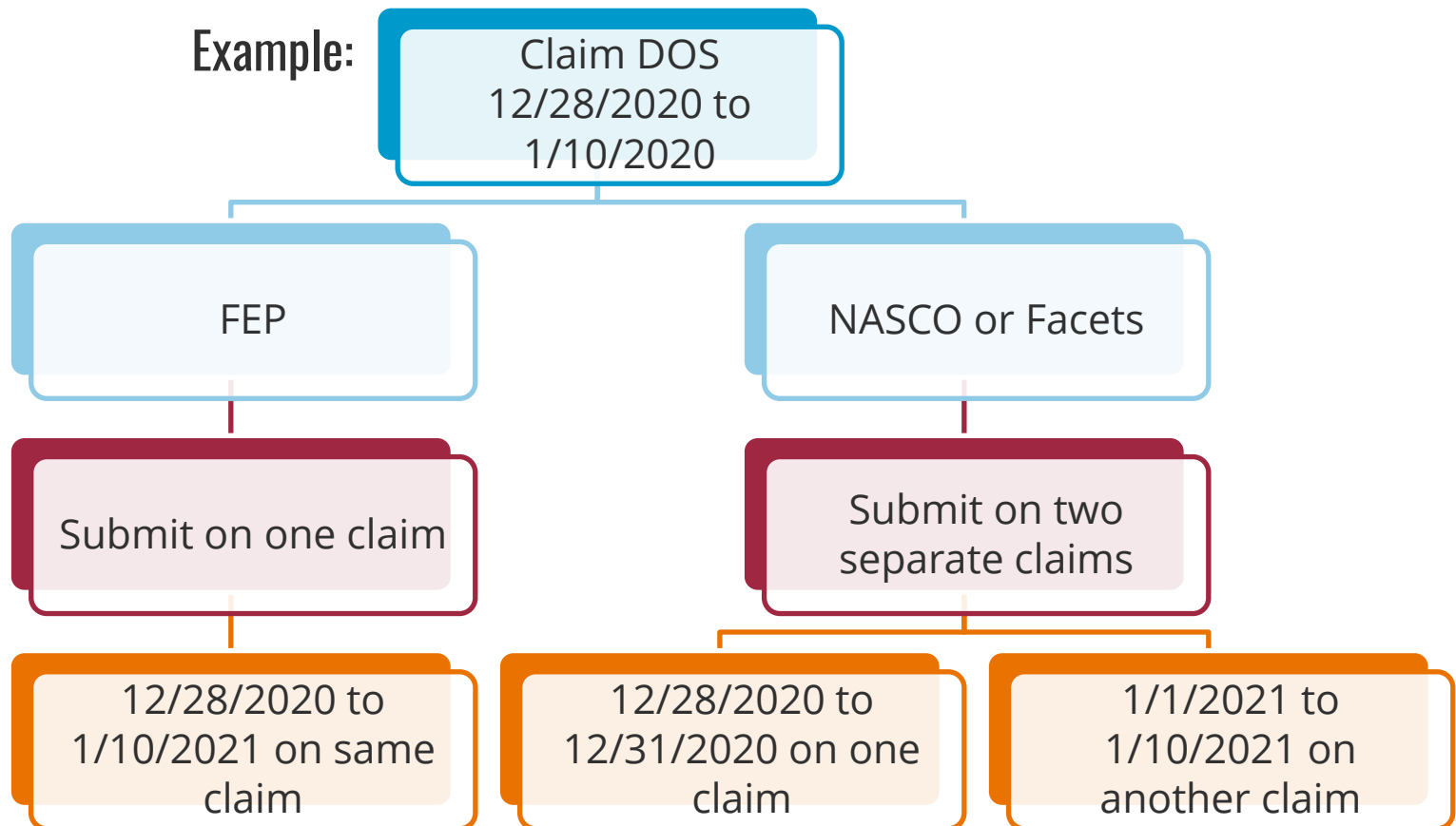
Providers should reference Plan Codes 080/580 and 190/690 to determine if the account is a CareFirst account.

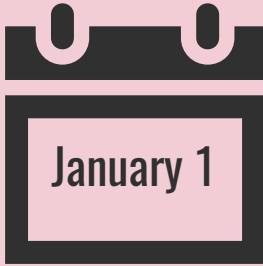
CareFirst BlueChoice, Inc. membership card showing member information and plan details. The Member ID and BC/BS Plan fields are highlighted with yellow boxes.

Member Name	OPEN ACCESS
Member ID XXX 81XXXXXXX	PCP Name
Group RxBIN 004336 RxPCN ADV RxGrp RX7546	Copay D1000 P0 S30 ER300 VC RX \$0/\$40/\$60
BC/BS Plan 190/ 690	

Claims that span 2018 into 2019:

- Federal Employee Program (FEP) claims that span 2020 into 2021 can be billed together
- NASCO and Facets claims must be split per calendar year





As the first of the year approaches be sure to collect the member's most current identification card.

Remember! ID Cards for most members are available on CareFirst Direct


CareFirst Direct | Eligibility Summary

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

< Back Eligibility Summary

Date of Service

LASTNAME, FIRSTNAME DOB:01/13/1955 (64 yrs) Male Member ID:

Medical	Group GROUP NAME	Insurance Type PPO		Benefits
	Status Active Coverage 01/01/2019 - 12/31/2019	Plan Description BluePreferred PPO		General Health Benefits
	Relationship to Policy Holder Self	Renewal Month Contract: Every January Benefit: N/A	Search for Different Benefit <input type="text" value="Enter a Benefit"/>	Manage Benefit Favorites
	more...			I would like to
	Total Care and Cost Improvement (TCCI) Program Information			View Claims
	Coordination of Benefits			Prior Auth/Notifications
				New Member Search

We have resumed live webinars!

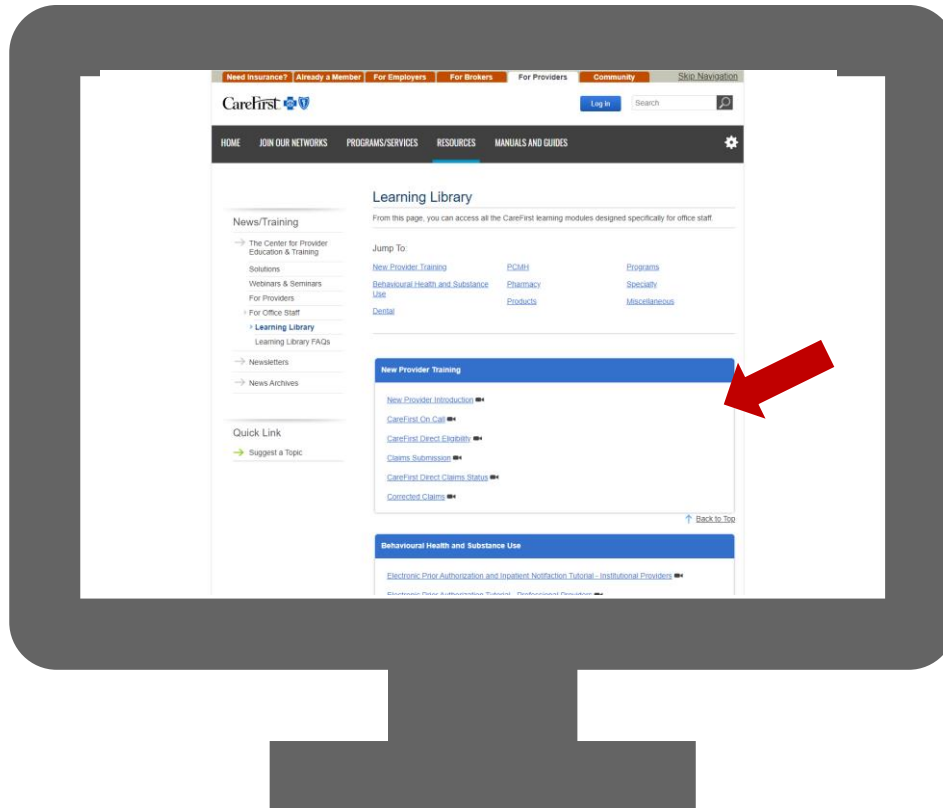
There are a variety of dates and times available for you select. To register, head over to the **Webinars & Seminars** page of the Center for Provider Education and Training website.

Click on “Institutional/Ancillary”, the training you wish to attend, and then enter your registration information.



- **CareFirst Direct – Checking Eligibility & Benefits** – Step-by-step instructions for verifying eligibility and benefits in CareFirst Direct
- **CareFirst Direct – Claims Status & Inquiries** – Step-by-step instructions for how to check claims status in CareFirst Direct
- **CareFirst Direct – 835 Remittance Advice** – Overview of how to navigate remittance information in CareFirst Direct and tips and ticks
- **BlueCard** – Informational overview of the BlueCard program
- **Programs & Products** – Overview of CareFirst programs and products, including identification cards

- The New Provider Training courses are now available online. You can take the on-demand trainings at your own pace and convenience.
- Whether you are a new provider, have new staff joining your team, or just need a refresher on a particular topic, these courses will assist you when seeing CareFirst members.



You can locate the On-Demand Training in our Learning Library by going to provider.carefirst.com > **Resources > The Center for Provider Education and Training > Learning Library**



Office Staff

The Learning Library is a collection of e-learning modules about various topics of interest to CareFirst providers and their office staff. Each module provides up-to-date information that will make working with CareFirst easier for you.

[Learning Library](#)

[Library FAQs](#)

CareFirst Direct User Guides Available On-Line

- You can access CareFirst Direct User Guides by going to:
 - provider.carefirst.com > **Resources** > **User Guides**

The screenshot shows the CareFirst Direct website navigation. The main navigation bar includes: HOME, JOIN OUR NETWORKS, PROGRAMS/SERVICES, **RESOURCES**, and MANUALS AND GUIDES. The 'RESOURCES' dropdown menu contains: Administrative, Claims, Resources, and News/Training. Under 'Resources', there are links for: Find a Provider, **User Guides**, and Federal Employee Program. A yellow arrow points to the 'User Guides' link. Another yellow arrow points to the 'RESOURCES' tab in the main navigation bar.

Provider Portal User Guides

The Provider Portal user guides will assist you in navigating CareFirst Direct. For information on how to register for a CareFirst Direct user account, visit carefirst.com/carefirstdirect.

The screenshot shows the Provider Portal User Guides page. At the top right, there are links for [Expand All](#) and [Collapse All](#). The 'CareFirst Direct - Medical' section is expanded, showing a list of user guides: [CareFirst Direct User Guides: Claim Status](#), [CareFirst Direct User Guides: Claims Inquires](#), [CareFirst Direct User Guides: Fee Schedule](#), [CareFirst Direct User Guides: Outpatient Medical Prior Authorizations](#), [CareFirst Direct User Guides: Eligibility and Benefits](#), [CareFirst Direct User Guides: Inpatient Notification](#), and [CareFirst Direct User Guides: Remittance](#). A yellow arrow points to the 'CareFirst Direct User Guides: Claim Status' link. Below this section are three collapsed sections: 'CareFirst Direct - Dental', 'CareFirst Direct - User Management', and 'CareFirst Direct - Self-Service Account Functions'. At the bottom right, there are links for [Expand All](#) and [Collapse All](#).

Questions?





THANK YOU

For more information, contact

YOUR PROVIDER RELATIONS REPRESENTATIVE