

Getting Started with CareFirst Direct

Thank you for registering to use CareFirst Direct. Please **print** these instructions before you begin. You will need to refer to them to complete your set up. You will also need your:

*User ID

*Temporary Password

Your temporary password and User ID will be sent to the email address indicated on your registration form. You must finish **BOTH** steps below to complete the set up process.

STEP 1: Change your password

- Go to www.carefirst.com
 - ☞ click on the link for *Providers & Physicians*
 - ☞ click on the link for *Electronic Services*
 - ☞ click on the link for *CareFirst Direct*
- **Enter your User ID and temporary password.** Passwords are case sensitive so be sure to enter the temporary password exactly as it appears, including upper and lowercase letters. Make sure to carefully look at the number 0 vs. the letter O.
- You will be required to **change your password** after the initial log on. Passwords must be between 6 and 8 characters and contain one uppercase letter, one lowercase letter and one number.
- Once you've changed your password, you will be returned to www.carefirst.com
- Please **follow the links** to *Providers & Physicians*, then *Electronic Services*, then *CareFirst Direct* to continue with the setup process.

STEP 2: Set user permissions - Required for access to claim status

(Must be completed by a delegated administrator and must be completed for each user.)

- Log in using your User ID and new password.
- From the **CareFirst Direct Welcome** page
 - ☞ click *Your Profile*
 - ☞ click *View/Update User Permissions*
- Select your User ID from the drop down list and **click Go**.
- **Select** your specified provider or physician name(s), or click on the box directly under the Claim Status Inquiry heading to select all providers.
- **Click Submit** at the bottom of the screen.
- Please **confirm** that your changes were made by logging out of CareFirst Direct and then logging back in. **Repeat** this process for all users for which you have accountability.

If permissions are assigned and you still do not have access to claim status, please ask your administrator to follow these instructions:

- ☞ click *Your Profile*
- ☞ click *User Management*
- ☞ click *Users*
- ☞ select *Find a User I can*, then select *Modify*
- ☞ select *Search*
- ☞ **locate** the user, then **click** on the box next to the appropriate name
- ☞ **click Modify**, then select *Add* (one time only)
- ☞ **click Search** and wait for 1 minute or so
- ☞ **find Provider Office User Role** and **click Select**. The role will appear in the assigned roles box
- ☞ **click Submit**

Please confirm that your changes were made by logging out of CareFirst Direct and then logging back in.

Important information

- **Bookmarking** – If you'd like to bookmark CareFirst Direct, set your bookmark (favorite) at the main page after you have logged onto the system. This bookmark will take you to the log on page. Bookmarking the login page itself will not work properly.
- **General assistance** – For help with the set up process, to have a password reset or if you are experiencing technical problems, please call CareFirst's Help Desk at 877-526-8390. A member of the CareFirst Direct support team will contact you within one business day.