



Facets Migration Provider Announcement Effective 5/5/09

On April 1, 2009, CareFirst began its migration of members to the Facets claims processing platform. Facets is not new to CareFirst; enrollment and billing functions for those members whose claims were processed on the FLEXX platform have been processed on Facets for many years. The migration will allow us to integrate our enrollment, claims processing, and provider service functions onto a single platform. During the next 18 months all of our small to mid-sized groups and our Individual Market business will be moved to Facets. While little is changing other than the platform that we will be using to process the claims, we wanted to provide some information.

Products

Members who are moving to Facets will be covered by existing CareFirst products including BlueChoice and BluePreferred. All rules normally associated with these products will still apply after the migration.

Prefixes

While some accounts may request account specific prefixes, the majority of members will have one of the following, depending upon their product:

Indemnity

XIJ DC based groups and individuals

XWY MD based groups and individuals

PPO (BluePreferred)

XIL DC based groups and individuals

XWV MD based groups and individuals

HMO (BlueChoice)

XIK DC based groups and individuals

XWR MD based groups and individuals

Provider Number

The Regional Provider Number should be used for all of these claims.

ID Card

Members who migrate to Facets will receive new identification cards and member numbers. While member information will be “cross-walked” from the previous system to the new, asking your patients if they have received a new card and asking them to bring it with them, can help ensure claims submission accuracy.

Claims Submission Address

The address for submitting paper claims has not changed. Paper claims should be submitted to the following address:

Mail Administrator
P.O. Box 14116
Lexington, KY 40512-4116

Electronic Billing Information

Electronic billing submission requirements have not changed. For complete information related to submitting electronic claims please refer to the EDI Services section of the CareFirst web-site.

Service Contact Information

The telephone number for the Provider Services has not changed. They can be reached at 202-479-6560 or 800-842-5975.

CareFirst Direct

Check eligibility, benefits and claims information, view referral and authorization information and submit administrative appeals through CareFirst Direct.

Further Information

Additional information related to both this and the large account migration to NASCO are available through a number of sources. You can attend a *Basics and Updates* seminar or you can participate in a Webinar. The *Basics and Updates* seminar is a full three-hour training that describes CareFirst products, processes, and procedures. It also includes CareFirst updates such as the NASCO and Facets migration. The webinar is a 30 minute presentation that focuses on the migration process. You can register for both through the provider section of the CareFirst web-site.

You can also receive e-mail updates related to the Facets migration and other CareFirst initiatives by registering on-line at <http://www.carefirst.com/providers/html/HealthPlanMailingList.html>.