

Available Now! Access the CareFirst Provider Portal for Eligibility, Claim Status, Prior Authorizations and More!

In September, October and December 2024, we shared that access would soon be available to the [CareFirst Provider Portal](#) (CareFirst Direct) for your CareFirst CHPMD and Advantage DualPrime members. CareFirst is making major investments in technology to make it easier and more efficient for our provider partners to do business with us and we are excited to announce that providers can now utilize the [CareFirst Provider Portal](#) (CareFirst Direct) to **verify eligibility and benefits, check claim status, and submit prior authorizations electronically** for their CareFirst CHPMD and Advantage DualPrime patients.

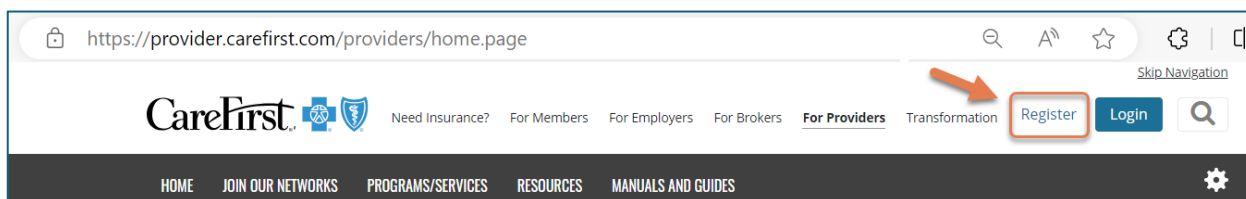
Where can I find information about the CareFirst Provider Portal?

To assist you with preparing to utilize all the functionality and features that are available to you, we held several live webinars in December and January. If you didn't have the opportunity to attend, you can access the recording [here](#).

To further assist, we have compiled the following **CareFirst Provider Portal Preparation Checklist**.

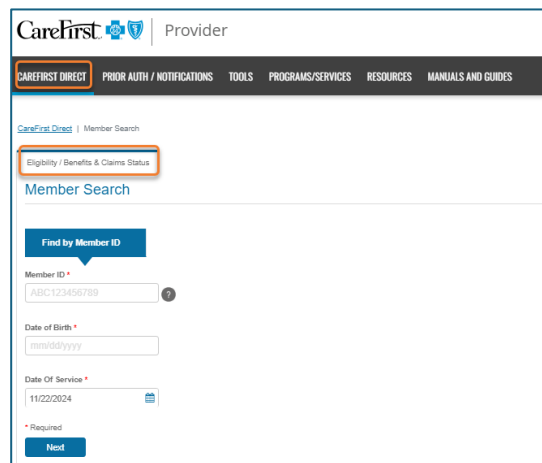
CareFirst Provider Portal Preparation Checklist

- ☐ **Don't have an account? Register for the CareFirst Provider Portal (CareFirst Direct)**
 - Go to <https://provider.carefirst.com>
 - Select '**Register**' in the upper right corner
 - Follow the prompts to create your account
 - You will need your **Tax ID, Billing NPI** and a **unique email address**
 - For detailed instructions, review the [Accessing and Registering for CareFirst Direct](#) interactive user guide.



□ **Explore the functionality available to you within CareFirst Direct**

- You will have the ability to verify eligibility and benefits and check claims status within CareFirst Direct.
- Here are resources to help you:
 - [Checking Eligibility and Benefits in CareFirst Direct](#)
 - [Checking Claims Status in CareFirst Direct](#)



- Tips for searching for CareFirst CHPMD and Advantage DualPrime members:
 - **CareFirst CHPMD members:** Utilize the 11-digit Member ID (you do not need to enter the MDD prefix).

CareFirst Community Health Plan Maryland	
Member Name	
Enrollee ID XXXXXXXXXX	
CareFirst CHPMD Member ID MDD XXXXXXXXXX	
Effective Date:	RxBIN:
DOB:	RxPCN:
Sex:	RxGroup:
BC/BS Plan Code: 695	

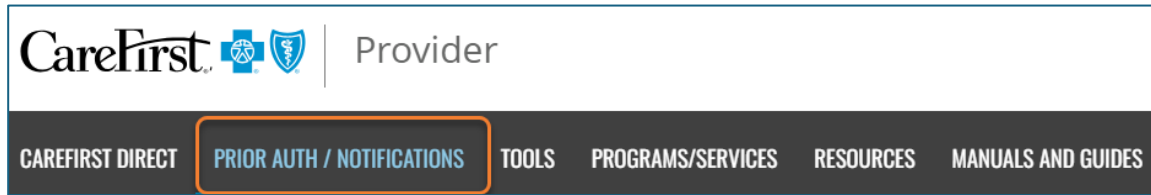
- **Advantage DualPrime members:** Utilize the DNP plus Enrollee # starting with MD followed by 8-digits (the 'MD' MUST be included).

CareFirst Medicare Advantage	
Member Name	
CareFirst BlueCross BlueShield Advantage DualPrime HMO-SNP	
CareFirst MA-DSNP Member ID DNP plus Enrollee # MDXXXXXXX	RxBIN
	RxPCN
	RxGRP
Effective Date	BC/BS Plan Code 696
Issuer	
PCP	Medicaid ID XXXXXXXXXX
PCP Phone #	

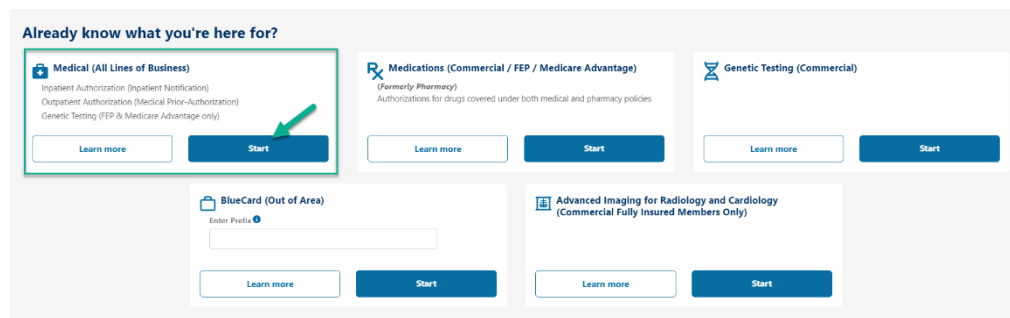
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❑ **Enter your prior authorization requests electronically**

- Once logged into the [CareFirst Provider Portal](#) (CareFirst Direct), you can enter prior authorizations electronically by navigating to the Prior Auth/Notifications tab to access the Prior Authorization Portal.



- **Utilizing the Prior Authorization system means you no longer need to fax your request or access the digital form on My Health Portal.**
- Once on the Prior Auth/Notifications landing page, simply select **‘Start Now’** within the **‘Medical (All Lines of Business)’** tile to access the system and enter your request.



- Here are a few resources to help familiarize yourself with the features and functionality of the system:
 - [Entering Authorizations in the CareFirst Provider Portal for CareFirst CHPMD and Advantage DualPrime](#)

- Pay close attention to the information about selecting providers. Providers for CareFirst CHPMD and Advantage DualPrime requests must include one of the following provider code prefixes:

Provider Type	Provider Codes Prefixes
Supplier = Facility	SUP
Prac = Practitioner	PRAC

- [Prior Authorization Lookup Tool Walk-Through](#)
- [MCG User Interface Walk-Through](#)
- [Adding Level of Care to Inpatient Authorization/Notification Requests](#)
- [Submitting Observation Notifications in the Authorization System](#)
- [Inpatient and Observation Care Notification Policy FAQs](#)

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All the resources shared above can be found on our [Learning and Engagement Center](#) within the On-Demand Training tab (CareFirst Essentials – Authorizations) as well as within the SHORTs tab. Feel free to explore all the resources available and check out our [Government Programs](#) section as well.

Be sure you and your staff [Stay Connected](#) with us to receive up to date information about this as well as other important CareFirst provider communications.