To view this email as a web page, click here.

CareFirst Family of health care plans

Provider News & Updates

Stay Connected

Important Update for CareFirst CHPMD Providers: New Electronic Medication Prior Authorization Submission Process Available Beginning November 2, 2026

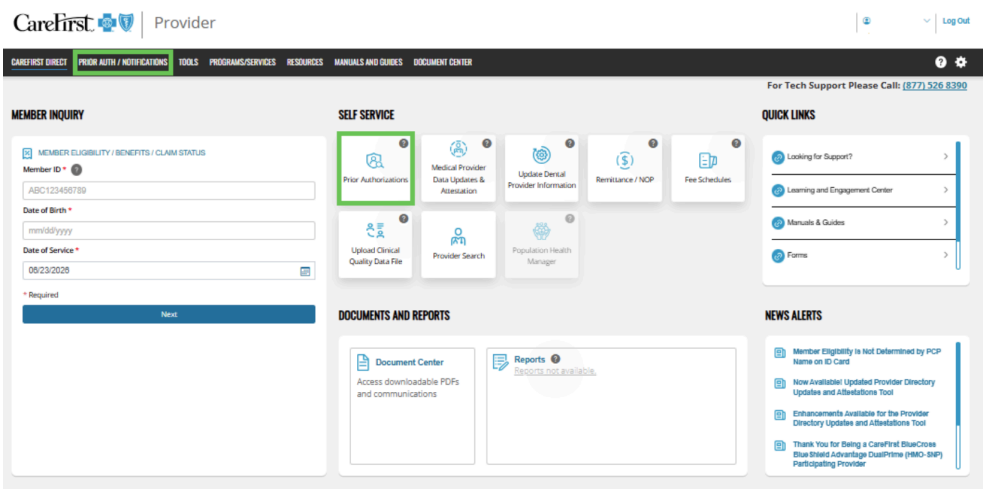
As previously communicated, CareFirst is transitioning the medication prior authorization process to the **NovoLogix®** system to provide a more streamlined electronic submission experience. **We have now finalized the implementation date as November 2, 2026, replacing the previously communicated date of October 1, 2026**. Beginning November 2, 2026, you can submit medication prior authorization requests electronically for your CareFirst CHPMD members through the CareFirst Provider Portal (CareFirst Direct).

Benefits of Electronic Submission

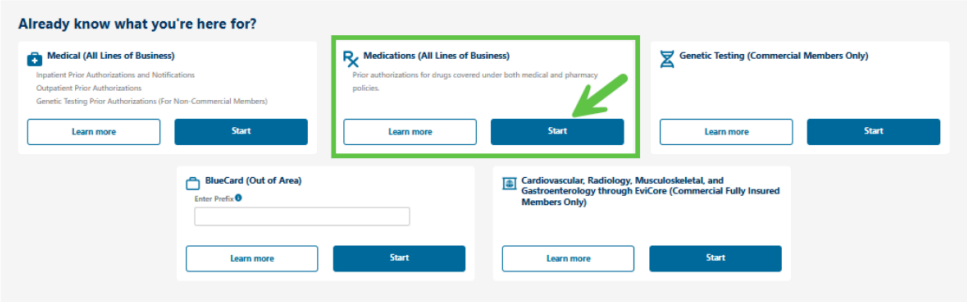
- Streamlined request entry and tracking
- Eliminates the need to call in or fax your request
- Accelerated processing times and access

How to Enter Medication Prior Authorization Requests

1. Log in to the CareFirst Provider Portal (CareFirst Direct).
2. Navigate to the **'Prior Authorizations'** tile or **'Prior Auth/Notifications'** tab.



3. Within the **'Medications'** tile, select **'Start'** to begin the process.



4. You will be redirected to the Novologix® system where you can enter and track your medication prior authorization requests electronically.

For complete step-by-step instructions, access the How to Enter Medication Prior Authorizations course.

Register for a Live Webinar or Access the Recorded Webinar

In addition to the on-demand training available, we have offered several live webinars to walk through the process of entering medication prior authorization requests electronically. We have one more opportunity to join us. To register, select the date and time below through the provided link:

- Tuesday, November 3rd at 2 p.m.
- If you are unable to join us, you can watch the recorded live webinar here.

Additional Resources Available

- List of Medications that require prior authorization
- Accessing and Registering for the CareFirst Provider Portal (CareFirst Direct)
- Learning and Engagement Center

Thank you for your continued partnership in delivering quality care to our CareFirst CHPMD members.

Reminder: Effective October 1, 2026: Prior Authorization Requirements for Members with Dual Commercial and Medicaid Coverage

As part of CareFirst's transition to CVS Health as the delegated vendor for

Medical Drug Prior Authorizations, we are providing guidance regarding the prior authorization process for members with both Commercial and Medicaid coverage.

As shared in the October BlueLink Newsletter, **when a member has dual eligibility with Commercial insurance as the primary payer and Medicaid as the secondary payer**, providers should follow the Commercial plan's prior authorization requirements before seeking coverage consideration under Medicaid.

Key Requirement

- Prior authorization requests for medical drugs must first be submitted and reviewed according to the member's **Commercial plan guidelines**, as the Commercial plan is the **primary payer**.
- Medicaid coverage consideration should occur only after the Commercial plan's determination has been obtained.
- Documentation supporting the Commercial plan's authorization decision may be requested to facilitate coordination of benefits and coverage review.

This process aligns with standard coordination of benefits requirements and will support accurate and efficient medical drug prior authorization determinations under the CVS delegated model.

Thank you for your continued partnership and commitment to serving our members.



CareFirst BlueCross BlueShield Medicare Advantage is the shared business name of CareFirst Advantage DSNP, Inc., CareFirst Advantage, Inc. and CareFirst Advantage PPO, Inc. CareFirst BlueCross BlueShield Community Health Plan Maryland is the business name of CareFirst Community Partners, Inc. CareFirst Advantage DSNP, Inc., CareFirst Advantage, Inc., CareFirst Advantage PPO, Inc. and CareFirst Community Partners, Inc. are independent licensees of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

If you are not able to view your message or you need other technical assistance, please call Technical Support at 877-526-8390, Monday–Friday, 8 a.m.–6 p.m. ET.

Language Assistance Available: English | አማርኛ | للغة العربية | বাংলা | 中文繁体 | فارسی | Français | Deutsch | हिन्दी | Igbo | Italian | 한국어 | Diné Bizaad | नेपाली | Português | Русский | Samoa | српски | Español | Tagalog | اردو | Tiếng Việt

The information in this email is confidential. Please do not reply to this message. This email message was sent from a notification-only address that cannot accept incoming email.

CareFirst BlueCross BlueShield, CareFirst BlueChoice, Inc. and all of their corporate affiliates comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age,

disability or sex.

If you are not the intended recipient, or if you prefer not to receive future emails on this subject, please click on the unsubscribe link below.



Unsubscribe

CareFirst BlueCross BlueShield, Canton Crossing, 1501 S. Clinton Street, Baltimore, MD 21224