CareFirst
Family of health care plans

Who to Contact

FMO and GA Version

Type of Inquiry	Individual Medicare Advantage	Medicare Supplement	DualPrime (HMO SNP)
Agent Credentialing/Certification including status of:	Contact Medicare Agent Sales Support at 833-601-0461 | Email: MedicareAgentSalesSupport@carefirst.com	Email CareFirst Broker Credentialing & Compliance at BCC@carefirst.com	Send an email to: MASalesInquiries@carefirst.com
■ **Background check**	Self-service through Nations portal	N/A	Self-service through Nations portal
■ **CareFirst Broker portal provisioning**	Email CareFirst Broker Credentialing & Compliance at BCC@carefirst.com		
■ **Confirmed Ready to Sell**	Self-service through Nations portal	N/A	Self-service through Nations portal. If questions, send email to MASalesInquiries@carefirst.com
Product training or Broker Portal access issues	Contact Medicare Agent Sales Support at 833-601-0461 | Email: MedicareAgentSalesSupport@carefirst.com		Send an email to: MASalesInquiries@carefirst.com
Commissions	Contact Medicare Agent Sales Support at 833-601-0461 | Email: MedicareAgentSalesSupport@carefirst.com		Send an email to: MASalesInquiries@carefirst.com
Sales, product and application questions	Contact your assigned CareFirst broker sales representative		
Agent training requests	Contact your assigned CareFirst broker sales representative		
Orders for marketing materials	Self-service through Nations portal	Submit your request using the Over 65 Materials Order Form found in the Broker Portal on carefirst.com	Self-service through Nations portal
Marketing material translation and non-standard format requests	Call Medicare Agent Sales Support at 833-601-0461 or Email: MedicareAgentSalesSupport@carefirst.com	N/A	Send an email to: MASalesInquiries@carefirst.com
Marketing materials/websites/logo usage for CareFirst approval	Call Medicare Agent Sales Support at 833-601-0461 | Email: MedicareAgentSalesSupport@carefirst.com		Send an email to: MASalesInquiries@carefirst.com

Type of Inquiry	Individual Medicare Advantage	Medicare Supplement	DualPrime (HMO SNP)
Enrollment inquiry (e.g. payment set up, Broker Acknowledgement form questions for Medicare Supplement)	Call Member Services directly at 855-290-5744 (TTY: 711)	Call Medicare Agent Sales Support at 833-601-0461 | Email: MedicareAgentSalesSupport@carefirst.com	Send an email to: MASalesInquiries@carefirst.com
Sales or service grievances/complaints	Send an email to: AppealsandGrievancesGroup@carefirst.com		
Claims or other member inquiries **Agent must have member or member's authorized representative on the line with them**	Call Member Services directly at 855-290-5744 (TTY: 711)	Call Member Services directly at 800-722-2235 GAs: Email BrokerServicesTeam@carefirst.com or email your dedicated Commercial Client Relationship Manager aligned with your agency.	Call Member Services at 844-262-1122
Billing	Call Member Services directly at 855-290-5744 (TTY: 711)	Call Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@carefirst.com	Call Member Services at 844-262-1122
Plan Changes	Complete new application on Nations portal	Complete new application through the Agent iStore or paper	N/A
		Member Change Form can only be used for demographic changes	
Event submissions for CareFirst approval	For all prospect sales events, submit your request using the Event Request Form found in the Broker Portal at **carefirst.com**	N/A	Send an email to: MASalesInquiries@carefirst.com

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Paper application submissions	Applications must be submitted electronically through Nations portal. A copy of the paper application must be uploaded in Nations portal. If missing information cannot be collected within 48 hours, fax application to CareFirst Member Services at 855-215-6947	**Mail application to:** Mail Administrator P.O. Box 14651 Lexington, KY 40512 Or fax to 800-305-1351	Applications must be submitted electronically through Nations portal. A copy of the paper application must be uploaded in Nations portal. "Missing information" DSNP Enrollment will generate a Referral for Information (RFI)
Check application status	**Self-service through Nations portal** If questions, call Member Services directly at 855-290-5744 (TTY: 711)	Call Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@carefirst.com Members can call Member Services directly at 877-746-7515	**Self-service through Nations portal** If questions, send email to: MASalesInquiries@carefirst.com

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