CareFirst
Family of health care plans

Important Contact Information for Federal Employee Program (FEP) Providers

Phone Number Information	
Department	**Phone Number/Email Address**
Provider Services	800-854-5256 (MD) 800-842-5975 (D.C./Northern Virginia)
CVS Caremark®	877-727-3784
Specialty Pharmacy	888-346-3731
MHSA Pre-Cert	202-479-6444 or 1-800-360-7654
Credentialing	credentialingstatus@carefirst.com
Case Management	800-360-7654

Policy and pharmacy prior authorization information

- Click **here** to view the list of medications that can be requested online.
- Click **here** to view the FEP medical policies.

Mailing information

Correspondence addresses:

Maryland
P.O. Box 14111
Lexington, KY 40512

D.C./Northern Virginia
P.O. Box 14112
Lexington, KY 40512

Please refer to your preferred Clearinghouse to get payor ID information. You can submit inquiries and records via your CareFirst Direct provider portal.

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