CareFirst
Family of health care plans

GUIDELINES FOR PROVIDER SELF-SERVICES

Providers and payers alike face challenges to keep high costs from limiting access to care. One way to accomplish this is to provide simple channels for you to get quick and reliable answers to your questions related to subscriber coverage and payment information.

With that in mind, CareFirst encourages the use of self-service channels. Enhancements to our Provider Portal (**CareFirst Direct**), voice response system and expanded electronic capabilities make it easier than ever for you to conduct business online with us.

This initiative has two objectives:

- Improving our service and your access to it by offering multiple self-service channels with extended hours of availability; and in turn,
- Allowing our call center to better focus on your complex issues and inquiries.

Routine matters such as eligibility, benefit or claims status information that can be handled through self-service channels, help free up resources to telephonically address matters requiring special handling.

We encourage providers to use self-service channels to obtain eligibility, benefits or claims status information. These inquiries can quickly and reliably be addressed online through CareFirst Direct and over the web through clearinghouse channels. Both of these electronic options provide simple, direct and factual information, eliminating the need to make a phone call.

Why self-service?

This strong emphasis on self-service channels has been developed with thorough testing and significant provider feedback. By using them more effectively, you can save time and expense as well as benefit your staff and patients.

Visit **carefirst.com/provider** for access to online self- services.



What does this mean to you?

When calling our service lines, you will be directed to a self-service channel to more quickly address your inquiry. Queries about the most common causes of calls will be answered in seconds through CareFirst Direct or over the web through a clearinghouse partner.

If you use one of our call centers for these simple inquiries, expect a longer wait since we are redirecting our service staff toward more complex issues and away from simpler, more factual inquiries.

Key points to keep in mind about provider self-services

- You will receive a consistent response regardless of the channel you use for your inquiry.
- Telephone service representatives rely on the same data available through self-service channels.
- Electronic responses save your staff time.
- All electronic transactions have an audit trail and can be printed and saved for your records in connection with future inquiries or disputes.
- Your billing service or agent, as your representative, should be made aware of and encouraged to use self-service channels.
- Our clearinghouse partners, have in recent years, added new and enhanced capabilities that can improve efficiency.
  - **Availity**—capabilities include claims submission, ERA, eligibility information, claim status information and EFT. You can call Availity (formerly known as RealMed) at **877-827-8000**, ext. 1201.
  - **RelayHealth**—capabilities include claims submissions, ERA, eligibility information and, coming soon, claims status and EFT. You can call RelayHealth at **800-527-8133**, option 2.

For additional assistance and training related to self-service tools, visit **carefirst.com/learning**. You can find on-demand modules related to CareFirst Direct and other self-service tools, available for you to access 24/7/365.

Provider Portal (CareFirst Direct)

- If you are not a registered user, visit **carefirst.com/provider**.
- Under *Log in to Provider Portal*, select *Create an account* and follow the prompts.

CareFirst on Call

For better proficiency with our Voice Response System (CareFirst on Call), visit **carefirst.com/providerguides** and click on *Reference Guides*. Select the CareFirst on Call Reference Card(s) for Professional or Institutional providers, as appropriate. These documents have helpful hints for easy navigation.

You can also find on-demand training about CareFirst on Call on **carefirst.com/learning**.



Better Data.
Better Service.
You're in Control.

Is your practice information up to date?
Go to **carefirst.com/updateproviderinfo**.

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