CareFirst
Family of health care plans

Provider Billing Self-Service Guide

Did you know CareFirst Direct and CareFirst on Call can help you with quick access to answer your billing related questions? Refer to the table below for information and resources to save you time and avoid having to pick up the phone.

Need to register for CareFirst Direct? Visit the *Learning and Engagement Center*, under *CareFirst Essentials*, and select *Self Service* to view our **interactive guide**.

For more information about CareFirst on Call, access the **Professional** and **Institutional** quick reference guides at **carefirst.com/providerguides**.

Reason	CareFirst Direct or CareFirst on Call (IVR)?	Available Resources
Verify Eligibility and Benefits	Both	Checking Eligibility and Benefits in CareFirst Direct CareFirst on Call
View Membership ID Cards	CareFirst Direct	Checking Eligibility and Benefits in CareFirst Direct Member ID Quick Reference Guide
Benefit Accumulations (like maximums and deductibles)	Both	Checking Eligibility and Benefits in CareFirst Direct CareFirst on Call
Claims Status and Denial Reasons (line by line)	Both	Checking Claim Status in CareFirst Direct CareFirst on Call
Claim Numbers	Both	Checking Claim Status in CareFirst Direct CareFirst on Call
Date Claim was Processed	Both	Checking Claim Status in CareFirst Direct CareFirst on Call
Date Payment was Made	Both	Checking Claim Status in CareFirst Direct CareFirst on Call
Account Numbers	Both	Checking Claim Status in CareFirst Direct CareFirst on Call
View and Print Remittances/ NOPs (Note: requires your Portal Admin to provide access to your third-party biller)	CareFirst Direct	Electronic Remittance (835) for Medical Providers How to Read NOPs for Medical Providers

Reason	CareFirst Direct or CareFirst on Call (IVR)?	Available Resources
Check/EFT Date	Both	Electronic Remittance (835) for Medical Providers How to Read NOPs for Medical Providers CareFirst on Call
Confirm Payment Address	Both	Electronic Remittance (835) for Medical Providers How to Read NOPs for Medical Providers CareFirst on Call
Ability to Submit Claims Inquiries	CareFirst Direct	Claims Inquiries in CareFirst Direct
Obtain Transaction IDs for Information Verification	Both	CareFirst on Call (Note: Transaction IDs are available within CareFirst Direct for all actions performed.)
Receive Verification/ Information via Fax	CareFirst on Call	CareFirst on Call
CareFirst Medical Policy	N/A	Medical Policy Database
CareFirst Payment Policy	N/A	Payment Policy Database

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