

# Provider News & Updates

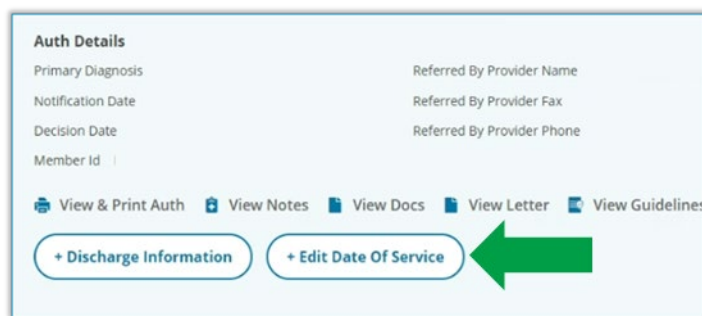
Stay Connected

## Now Available: Ability to Edit Dates of Service on Authorizations and Important End of Year Reminders

We understand scheduling changes occur that may impact prior authorization requests you previously submitted. Because of that, we are excited to share you can now make those service date changes electronically for your requests in approved or pending statuses.

### What's New?

A new **'Edit Date of Service'** button has been added within the **'Auth Details'** section for you to initiate your updates.



### Important Points:

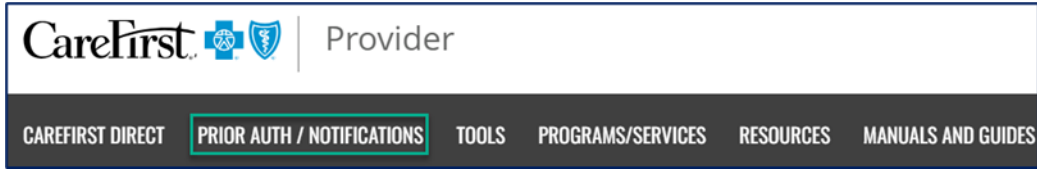
- The number of days must match the original request.
- Dates entered cannot be in the past.
- Member eligibility will be verified. If dates entered are outside the members eligibility, the authorization cannot be updated.
- Dates cannot be changed if the original date of service has passed.
- No other changes can be made to the authorization.
- If you do not see the 'Edit Date of Service' option, it is because the dates on the authorization are not eligible to be updated.

### What is the Step-by-Step Process?

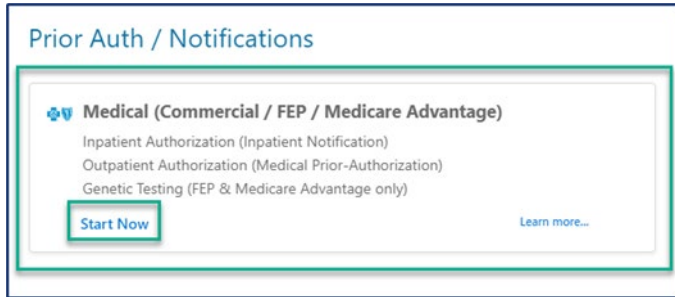
- Access the Prior Authorization System and locate the authorization you need to update.
  - Login to the [Provider Portal \(CareFirst Direct\)](#)

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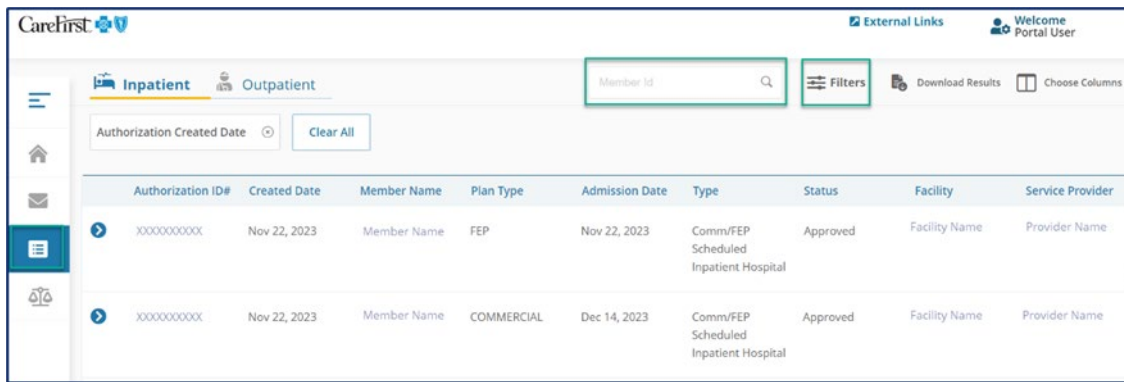
- Select the **'Prior Auth/Notifications'** tab.



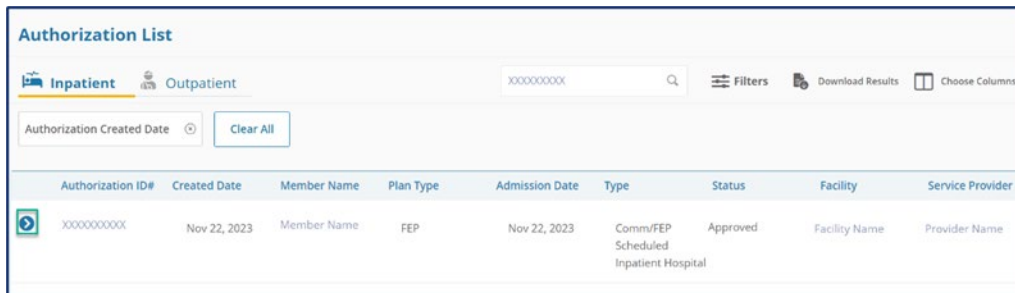
- Select **'Start Now'** within the Medical (Commercial/FEP/Medicare Advantage) tile.



- Search the **'Authorization List'** by **Member ID** or utilize the **Filters** option to locate the authorization you need.

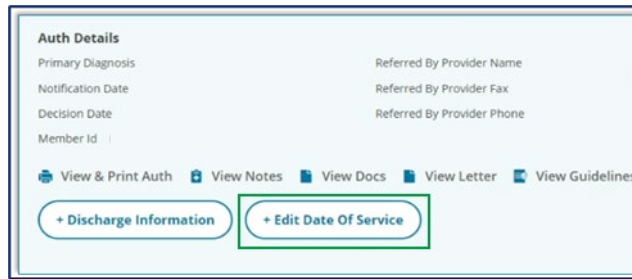


- Once you locate the authorization, select the **'arrow'** to display the **'Auth Details.'**

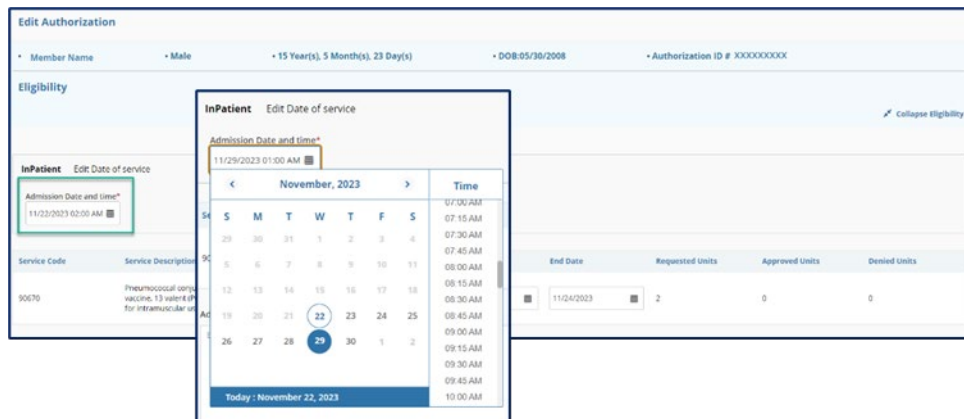


- Select **'Edit Date of Service.'**

- If you don't see this option, the authorization is not able to be updated (date of service is in the past or the authorization has been closed, denied or withdrawn.)



- Update the 'Admission Date and Time.'



- Update the 'Start Date' and 'End Date.'
- Total number of days must match the original request, or you will receive an error message.

Service Code	Service Description	Unit Type	Change Requested On	Start Date	End Date	Requested Units	Approved Units	Denied Units
90670	Pneumococcal conjugate vaccine, 13 valent (PCV13), for intramuscular use	Days	N/A	11/29/2023	12/01/2023	2	0	0

- If dates entered are outside the members eligibility, the authorization cannot be updated.



- Add any **notes** and **attachments** (clinical documentation) needed.

**Add Note** ⓘ

You can add notes about the update here if needed. We also recommending adding your contact information in this section (Name, Email, Phone, etc.)

⊞ Add Attachments ⓘ

- Select 'Submit.'

Note : Data from the authorization when creating the authorization cannot be deleted. If such a field is made empty, previous value will be retained.

Submit
Cancel

You will receive a confirmation that your authorization has been updated.



For additional information and training on utilizing the Prior Authorization System, we encourage you to access the [Learning and Engagement Center](#). Authorizations related courses can be found within the On-Demand Training tab under [CareFirst Essentials](#).

## End of Year Reminders, Along with Tips to Get Ready for 2024!

It's the perfect time to check off your 'to-do' list for 2023 and begin preparing for 2024. Here are a few items we thought would be helpful to check off your lists.

- **Remember to Ask Your Patients for their New Member ID Cards**

2023 is coming to an end. That could mean new insurance cards for your patients. Your patients' member ID card identifies them as a CareFirst member and gives you important information about their covered benefits.

- Make sure to always ask your patients for the newest version of their ID cards when providing services. If a patient does not have their physical card, they can obtain a copy either by logging into My Account on [CareFirst.com](#) or using the CareFirst My Account app. Your office can also access your patients' newest member ID cards through a downloadable PDF by logging into [CareFirst Direct](#).

- **Update and Attest to Your Provider Data**

The CareFirst Provider Directory is the single most used resource available to our CareFirst members. It is where they go to find a doctor to meet their healthcare needs. It is important to you and your patients (future and current) that your information in our directory is accurate. If not, patients get very frustrated trying to find a doctor in their time of need.

- **CareFirst Directory Data:** CareFirst's self-service tool is not integrated with CAQH ProView. **Federal law requires all providers to attest and/or update their directory information at least every 90 days with CareFirst directly.** For more information on how to access and utilize CareFirst's self-service tool, review the [Update Your Practice Info](#) page.

- **Stay Connected with the Latest Information from CareFirst**

Are you and your staff receiving CareFirst Provider News and our BlueLink Newsletter via email? If not, take a minute and sign up [here](#). You can also access the latest communications directly on our [provider website](#) under the 'Resources' tab by selecting [Newsletters](#) and [News Archive](#) under the News/Training heading.

- **Increase Your Knowledge with Working with CareFirst**

Check out our Learning and Engagement Center at [carefirst.com/learning](#). We offer live webinar registration, on-demand modules and customized training curriculums for you and your staff.

- You can also find answers to many of your questions by quickly browsing our online [Medical Provider Manual](#).

We hope these reminders help keep you on track. Thank you for your continued partnership, and we are looking forward to working with you in 2024!