

Effective 1/1/2025: Electronic Prior Authorization Portal Available for CareFirst CHPMD and DualPrime Members

September 27, 2024

On [January 1, 2025](#), CareFirst is excited to announce the CareFirst Electronic Prior Authorization Portal will be available to use for CareFirst CHPMD and DualPrime members. This system is fully integrated within the CareFirst Provider Portal (<https://provider.carefirst.com>) and offers easy-to-read dashboards, streamlined real-time decisioning capabilities, and a user-friendly interface.

Which Providers are Impacted?

Providers who participate in our Commercial networks and CareFirst CHPMD and/or DualPrime, are impacted by this launch.

Important Note: Providers who ONLY participate in our CareFirst CHPMD or DualPrime networks will continue using the digital prior authorization form and MyHealth Portal at this time.

Will Eligibility and Benefits also be Available in CareFirst Direct?

Yes, providers impacted by this launch will also use the CareFirst Provider Portal (CareFirst Direct) to check eligibility and benefits for their CareFirst CHPMD and/or DualPrime members.

What's Next?

To support impacted providers with this upgrade, we will host several live webinars in December 2024 to provide a step-by-step orientation through the system. In the upcoming months, look for additional communication with registration links to this exciting opportunity! In the meantime, we recommend the following:

1. Register for access to the CareFirst Provider Portal.
 - o Go to <https://provider.carefirst.com> and select the 'Register' link (set up your account *before* the launch date).
 - o You will need your Tax ID, Billing NPI and email address to create the account.
 - o **You do not need to create a new account if you already have one.**
2. Review the library of Authorization and CareFirst Direct courses and guides on the [CareFirst Learning and Engagement Center](#) (On-Demand Training Tab) to help you navigate through the process. Here are direct links to a few to start with:

- [Accessing and Registering for CareFirst Direct](#)
- [Checking Eligibility and Benefits in CareFirst Direct](#)
- [Authorization System Basics](#)
- [Entering Outpatient Prior Authorizations](#)
- [Entering Inpatient Prior Authorizations](#)

Be sure you and your staff [Stay Connected](#) with us to receive up-to-date information about the Electronic Prior Authorization Portal launch and other important CareFirst provider communications.