

# Provider Portal User's Guide

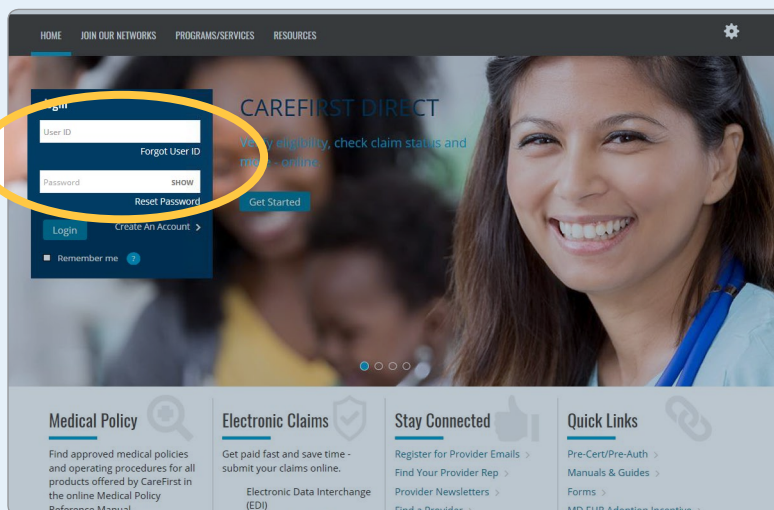
---

*Eligibility and Benefits*

# Eligibility and Benefits

You can search for a member's eligibility and benefits information directly from the CareFirst Direct home page. We recommend checking eligibility and benefits during every visit to ensure accuracy. To view the information you need, please have the membership ID and patient's date of birth.

Log in to the Provider Portal at [provider.carefirst.com](https://provider.carefirst.com).



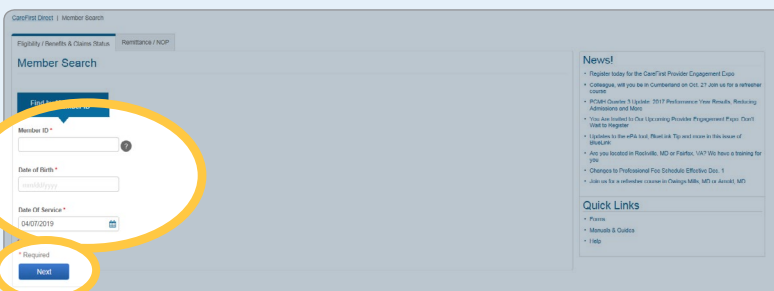
Once logged in, you will see the CareFirst Direct home page and the *Member Search* screen.

The tabs across the top will appear based on the access you have within CareFirst Direct.

To begin the process of verifying a member's eligibility and benefits, ensure the *Eligibility/ Benefits & Claims Status* tab is selected and then enter the following information in the fields provided:

- Member ID
- Date of birth
- Date of service (this will automatically default to today's date)

and click *Next*.



## Eligibility and Benefits

The results of your search will then display.

Select the correct member by clicking on the ☒ next to his/her name.

Under *I would like to see*, select *Eligibility/Benefits* and click *Next*.

Member Search Results

Member ID: LASTNAME, FIRSTNAME

Date Of Birth: 01/13/1955 (61 yrs)

Date Of Service: 01/01/2019

I would like to see

☒ Eligibility / Benefits

☐ Claims Status

Next

Note: You can set *Eligibility/Benefits* as your default selection for future searches by clicking on

★ Remember for my next search.

I would like to see

☒ Eligibility / Benefits

☐ Claims Status

★ Remember for my next search.

Back

Next

## Eligibility and Benefits

You will be taken to the *Eligibility Summary* screen.

Here you will find all the policies associated with the member.

Here is an example of the information you will see when viewing a member's medical policy information.

From here you will be able to view important information such as:

- Insurance type
- Status
- Plan description
- Relationship to policy holder
- Benefit policy renewal information

The screenshot shows the 'Eligibility Summary' page. The 'Medical' section is highlighted with a yellow oval. It contains the following information:

Group	GROUP NAME	Insurance Type	PPD
Status	Active Coverage 8/15/2019 - 12/31/2019	Plan Description	BluePreferred PPO
Relationship to Policy Holder	Self	Renewal Month	Every January
		Contract	N/A
		Benefit	N/A

Below this, there are sections for 'Total Care and Cost Improvement (TCCI) Program Information', 'Coordination of Benefits', and 'Primary Care Physician (PCP)'. A 'Disclaimer' is also present at the bottom.

If it's available, you can pull up the member's ID card by clicking on the image.



When you click *More...*, you will see additional information such as:

- Current policy holder name and address
- Coverage level
- Insured status

You can also expand the rows (where applicable) to find additional details related to wellness rewards, the Total Care and Cost Improvement (TCCI) Program, coordination of benefits (COB) and primary care physician (PCP).

This screenshot shows the same 'Eligibility Summary' page, but with the 'More...' link in the 'Medical' section highlighted by a yellow oval. Below it, the 'Total Care and Cost Improvement (TCCI) Program Information' section is expanded, showing details about the TCCI program, coordination of benefits, and the primary care physician. A yellow oval also highlights the 'Total Care and Cost Improvement (TCCI) Program Information' section.

## Eligibility and Benefits

To begin your search, under the *Benefits* section you have the option of selecting information on *General Health Benefits*, or you can search for a specific benefit category by typing what you are looking for in the field provider or selecting from the drop-down menu under *Search for a Different Benefit*.

The screenshot shows the 'Eligibility Summary' page. At the top, there are tabs for 'Eligibility / Benefits & Claims Status', 'Retroactive / NCP', and 'Fee Schedules'. Below these is a 'Back' button and the 'Eligibility Summary' title. A 'Date of Service' field with a calendar icon and an 'Update' button is present. The main section displays member information: 'LASTNAME, FIRSTNAME', 'DOB: 01/15/1990 (34 yrs) Male', and 'Member ID:'. Below this, there's a 'Medical' section with 'GROUP NAME', 'Insurance Type: PPO', 'Plan Description: BluePreferred PPO', 'Status: Active Coverage: 01/01/2019 - 12/31/2019', 'Relationship to Policy Holder: Self', 'Renewal Month: Every January', and 'Benefit: N/A'. A 'Total Cost and Cost Improvement (TCO) Program Information' section is also visible. On the right, there's a 'Benefits' section with a 'Search for a Different Benefit' dropdown menu, which is highlighted with a red circle. Below this are links for 'View Claims', 'Prior Authorizations', and 'New Member Search'.

### General Health Benefits search

When you select the *General Health Benefits* option you will be provided a list of commonly searched categories.

You will find helpful information related to the following:

- In- and out-of-network benefits
- Deductible and out-of-pocket information

When you click *Show Details*, additional information is available including:

- Professional, institutional outpatient and institutional inpatient general health benefits
- Benefit description
- Place of service
- Copay and coinsurance details

The screenshot shows the 'Benefit Details' page. At the top, there are tabs for 'Eligibility / Benefits & Claims Status', 'Retroactive / NCP', and 'Fee Schedules'. Below these is a 'Back' button and the 'Benefit Details' title. A 'You Searched For' field contains 'Health Benefit Plan Coverage'. Below this is a 'Date of Service' field and an 'Add to my Benefits Favorites' button. The main section displays a table of benefit details. The table has columns for 'Medical', 'GROUP NAME', 'COST SHARE', 'DEDUCTIBLE', 'OUT OF POCKET', and 'Show Details'. The 'Show Details' button is highlighted with a red circle. Below the table, there's a 'Disclaimer' section.

## Eligibility and Benefits

Once you locate what you are looking for, click on the *More* hyperlink for additional details.

You Searched For

Date of Service: 01/01/2019 Service Type: Health Benefit Plan Coverage [Add to my Benefit Favorites](#)

LASTNAME, FIRSTNAME DOB: 01/13/1955 (64 yrs) Male Member ID:

Medical GROUP NUMBER GROUP NAME

Company Wellness Centers [Show Less](#)

DEDUCTIBLE	INDIVIDUAL	FAMILY
N/A	N/A	N/A
OUT OF POCKET	\$3,352.89 remaining of \$5,000.00	\$5,132.10 remaining of \$10,000.00

Professional	Institutional Outpatient	Institutional Inpatient										
<p>33 Chiropractic</p> <table border="1"> <thead> <tr> <th>Benefit Description</th> <th>Place Of Service</th> <th>Cover Amount</th> <th>Coinsurance</th> <th>More</th> </tr> </thead> <tbody> <tr> <td>Spinal Manipulation (DC 501)</td> <td>Office</td> <td>N/A</td> <td>N/A</td> <td><a href="#">More</a></td> </tr> </tbody> </table>	Benefit Description	Place Of Service	Cover Amount	Coinsurance	More	Spinal Manipulation (DC 501)	Office	N/A	N/A	<a href="#">More</a>		
Benefit Description	Place Of Service	Cover Amount	Coinsurance	More								
Spinal Manipulation (DC 501)	Office	N/A	N/A	<a href="#">More</a>								
<p>51 Hospital - Emergency Accident</p> <table border="1"> <thead> <tr> <th>Benefit Description</th> <th>Place Of Service</th> <th>Cover Amount</th> <th>Coinsurance</th> <th>More</th> </tr> </thead> <tbody> <tr> <td>Accidental Injury (DC 402)</td> <td>Office</td> <td>\$15.00</td> <td></td> <td><a href="#">More</a></td> </tr> </tbody> </table>	Benefit Description	Place Of Service	Cover Amount	Coinsurance	More	Accidental Injury (DC 402)	Office	\$15.00		<a href="#">More</a>		
Benefit Description	Place Of Service	Cover Amount	Coinsurance	More								
Accidental Injury (DC 402)	Office	\$15.00		<a href="#">More</a>								
<p>52 Hospital - Emergency Medical</p> <table border="1"> <thead> <tr> <th>Benefit Description</th> <th>Place Of Service</th> <th>Cover Amount</th> <th>Coinsurance</th> <th>More</th> </tr> </thead> <tbody> <tr> <td>Medical Emergency (DC 401)</td> <td>Office</td> <td>\$15.00</td> <td>(%)</td> <td><a href="#">More</a></td> </tr> </tbody> </table>	Benefit Description	Place Of Service	Cover Amount	Coinsurance	More	Medical Emergency (DC 401)	Office	\$15.00	(%)	<a href="#">More</a>		
Benefit Description	Place Of Service	Cover Amount	Coinsurance	More								
Medical Emergency (DC 401)	Office	\$15.00	(%)	<a href="#">More</a>								

Benefits

General Health Benefits

Search for Different Benefit: Health Benefit Plan Coverage

Manage Benefit Favorites

I would like to:

View Claims

Print Authorizations

New Member Search

### Benefit Details

You Searched for

Service Type: Health Benefit Plan Coverage Date of Service: 01/01/2019 Network: Company Wellness Centers Provider Type: Professional

Benefit Details: Spinal Manipulation (DC 501) Place of Service: Office

MEMBER NAME DOB: 01/13/1955(64 yrs)Male Member ID:

Medical GROUP NAME

#### Limitations Details

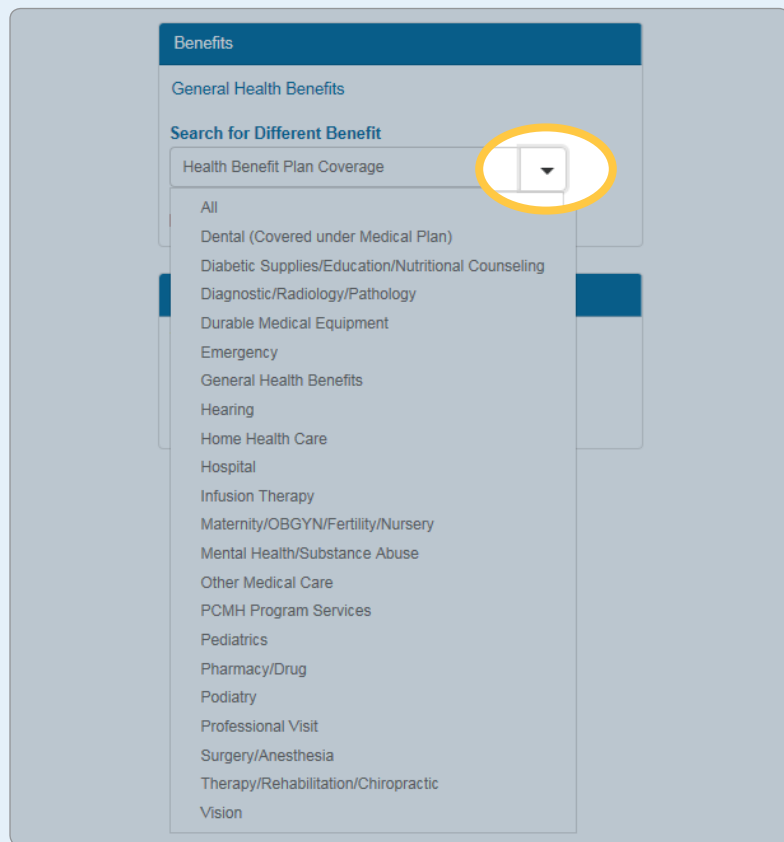
Limitation  
25 Day(s) per Calendar Year  
25 Remaining

#### Disclaimer

Unless otherwise required by state law, this notice is not a guarantee of payment. Benefits are subject to all contract limits and the member's status on the date of service. Accumulated amounts such as deductibles may change as additional claims are processed.

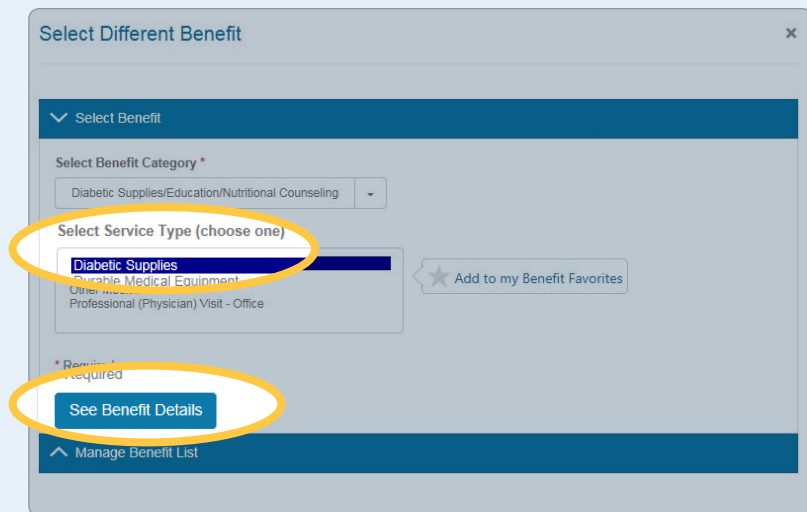
### ***Search for a Different Benefit search***

To begin a *Search for a Different Benefit* search, you can either begin typing what you are looking for in the field provided or click on the drop-down to select the *Benefit Category* you need.



The screenshot shows a web interface with a 'Benefits' header. Below it, there's a 'General Health Benefits' section. A 'Search for Different Benefit' dropdown menu is open, showing a list of categories. The dropdown is highlighted with a yellow circle. The list includes: All, Dental (Covered under Medical Plan), Diabetic Supplies/Education/Nutritional Counseling, Diagnostic/Radiology/Pathology, Durable Medical Equipment, Emergency, General Health Benefits, Hearing, Home Health Care, Hospital, Infusion Therapy, Maternity/OBGYN/Fertility/Nursery, Mental Health/Substance Abuse, Other Medical Care, PCMH Program Services, Pediatrics, Pharmacy/Drug, Podiatry, Professional Visit, Surgery/Anesthesia, Therapy/Rehabilitation/Chiropractic, and Vision.

Once you select the *Benefit Category* and the *Service Type*, click *See Benefit Details*.



The screenshot shows a 'Select Different Benefit' dialog box. It has a 'Select Benefit' section with a dropdown menu for 'Select Benefit Category \*'. The dropdown is set to 'Diabetic Supplies/Education/Nutritional Counseling'. Below this, there's a 'Select Service Type (choose one)' section with a dropdown menu. The dropdown is set to 'Diabetic Supplies'. To the right of the dropdown is a button labeled 'Add to my Benefit Favorites'. Below the dropdown is a button labeled 'See Benefit Details'. At the bottom, there's a button labeled 'Manage Benefit List'. The 'See Benefit Details' button is highlighted with a yellow circle.

## Eligibility and Benefits

From here, click on the corresponding *Show Details* button for the benefit information you need from your search.

Benefit Details

You Searched For: Diabetic Supplies

LASTNAME, FIRSTNAME DOB: 01/13/1955 (64 yrs) Male Member ID: [REDACTED]

Medical GROUP NUMBER GROUP NAME

**Company Wellness Centers** [Show Details](#)

	INDIVIDUAL	FAMILY
DEDUCTIBLE	N/A	N/A
OUT OF POCKET	N/A remaining of \$0,000.00	N/A remaining of \$10,000.00

Note: Remaining benefits for this patient are not available online. If you need additional information please contact Provider Services at (800) 676-2583.

**In Network** [Show Details](#)

	INDIVIDUAL	FAMILY
DEDUCTIBLE	N/A remaining of \$0,000.00	N/A remaining of \$1,500.00
OUT OF POCKET	N/A remaining of \$0,000.00	N/A remaining of \$10,000.00

Note: Remaining benefits for this patient are not available online. If you need additional information please contact Provider Services at (800) 676-2583.

**Out of Network** [Show Details](#)

	INDIVIDUAL	FAMILY
DEDUCTIBLE	N/A remaining of \$1,500.00	N/A remaining of \$3,000.00
OUT OF POCKET	N/A remaining of \$10,000.00	N/A remaining of \$17,000.00

Note: Remaining benefits for this patient are not available online. If you need additional information please contact Provider Services at (800) 676-2583.

**Benefits**

General Health Benefits

Search for Different Benefits

Diabetic Supplies

Manage Benefit Favorites

[Show Details](#)

You will then be able to view the following:

- Benefit description
- Place of service
- Copay amount
- Coinsurance

Be sure to click on *More* for additional information regarding the benefit.

**In Network** [Show Less](#)

	INDIVIDUAL	FAMILY
DEDUCTIBLE	N/A remaining of \$0,000.00	N/A remaining of \$1,500.00
OUT OF POCKET	N/A remaining of \$0,000.00	N/A remaining of \$10,000.00

Note: Remaining benefits for this patient are not available online. If you need additional information please contact Provider Services at (800) 676-2583.

Professional Institutional Outpatient Institutional Inpatient

**9 - Other Medical**

Benefit Description	Place Of Service	Copay Amount	Coinsurance	More
Diabetic Education (DC 250)	Office	\$30.00/\$50.00	0%	<a href="#">More</a>
Diabetic Education (DC 250)	Outpatient Hospital	\$30.00/\$50.00	0%	<a href="#">More</a>

**DS - Diabetic Supplies**

Benefit Description	Place Of Service	Copay Amount	Coinsurance	More
Diabetic Supplies (DC 252)	Office	\$0.00	10%	<a href="#">More</a>
Diabetic Supplies (DC 252)	Home	\$0.00	10%	<a href="#">More</a>
Diabetic Supplies (DC 252)	Outpatient Hospital	\$0.00	10%	<a href="#">More</a>

**Benefit Details**

You Searched for

Service Type: Diabetic Supplies Date of Service: 01/01/2019 Network: In Network Provider Type: Professional  
Benefit Details: Diabetic Education (DC 250) Place of Service: Office

MEMBER NAME DOB: 01/13/1955(64 yrs)Male Member ID: [REDACTED]

Medical GROUP NAME

**Benefit Deductibles**

**Copay Details**

\$30.00 per Day  
Per provider  
PCP  
\$50.00 per Day for a Specialist  
Per provider  
Specialist

**Coinsurance Details**

0%

**Disclaimer**

Unless otherwise required by state law, this notice is not a guarantee of payment. Benefits are subject to all contract limits and the member's status on the date of service. Accumulated amounts such as deductibles may change as additional claims are processed.

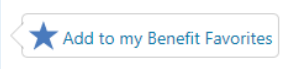
[Close](#)



## Adding to Benefit Favorites

You can create a list of up to 15 benefits that you frequently search for to save time.

From the *Select Different Benefit* screen, select the *Benefit Category* and *Service Type* you need and click



Under *Manage Benefit List*, you will see all the service types you have selected. You may remove any benefits you no longer need, as well as select the order in which you would like them to appear.

 A screenshot of the "Select Different Benefit" screen. At the top, it says "Select Benefit". Below that, a green banner indicates "Benefit saved successfully". There are two dropdown menus: "Select Benefit Category \*" with "Diabetic Supplies/Education/Nutritional Counseling" selected, and "Select Service Type (choose one) \*" with "Durable Medical Equipment" selected. A blue button "Add to my Benefit Favorites" is circled in orange. Below the dropdowns, there is a "See Benefit Details" button and a "Manage Benefit List" button, which is also circled in orange. At the bottom, there is a "Save" button. A table shows the selected benefits:
 

Service Type	Remove	Order
Diabetic Supplies	(X)	1
Durable Medical Equipment	(X)	2

When you add a benefit to your Favorites, it will appear on the right-hand side of the *Eligibility Summary* screen under the *Benefits* heading.

Once added, you can simply click on the benefit hyperlink you need from your list to review the eligibility information.

 A screenshot of the "Eligibility Summary" screen. The "Benefits" section on the right side is circled in orange. It lists the following benefits:
 

- Diabetic Supplies
- Durable Medical Equipment
- General Health Benefits

 Below the list, there is a "Search for Different Benefit" button. The main area of the screen shows member information and a table of benefits.
 

LASTNAME, FIRSTNAME	DOB	DOB (YY-MM-DD)	Gender	Member ID
Medical	01/15/1965	01/15/1965	Male	

### ***I would like to navigation***

You will notice throughout the *Eligibility and Benefits* search screens you are provided helpful navigation options under the *I would like to* heading. From there, you are able to do the following:

- View claims for the member you have searched for
- Go directly to the *Prior Authorization/Notifications* page
- Complete a search for a new member

#### **I would like to**

[View Claims](#)

[Prior Auth/Notifications](#)

[New Member Search](#)