Provider Directory Updates and Attestations Self-Service Tool

Frequently Asked Questions

Refer to the questions below to learn more about the launch of our Provider Directory and Attestations self-service tool.

General Questions

Q: Where do I access the self-service tool?

A: The Provider Directory Updates and Attestation self-service tool is located on the CareFirst Provider Portal under the CareFirst Direct tab after you login. To access, you must have an account (see CareFirst Direct Questions below for more details).
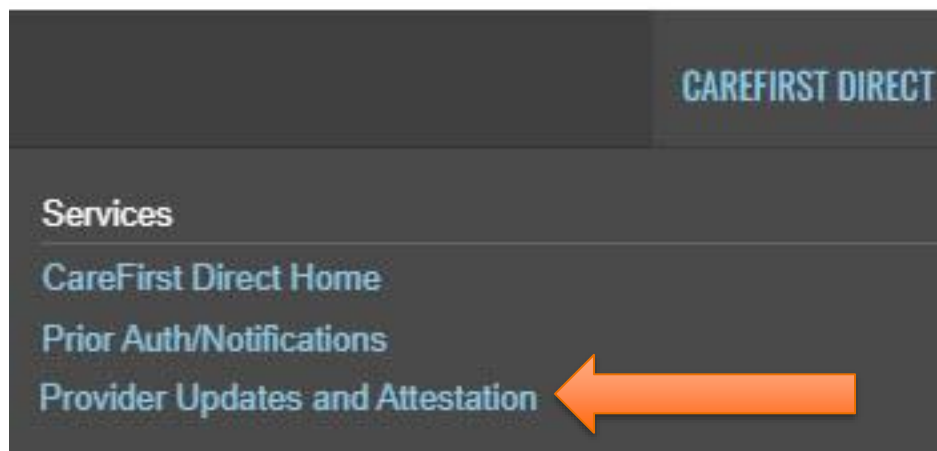
Q: What type of providers use the CareFirst self-service tool?

A: Medical Professional Providers listed in our Commercial and Medicare Advantage networks can use this tool to update their CareFirst Provider Directory data as soon as it changes, as well as to attest their directory information every 90 days.

Q: Is there training available?

A: Training is available on the [Learning and Engagement Center](#) on the On-Demand Training Page (under the CareFirst Direct: All Portal Users accordion). Select the [Provider Directory Update and Attestation](#) course. This training will help you to update and attest provider and practitioner information, request, approve, and/or assign demographic information access and navigate the provider directory.

Q: Where can I check to see if my information is in CareFirst's provider directory?

A: To view the CareFirst provider directory, follow these steps:

■ Go to the CareFirst Online Provider Directory at carefirst.com/doctor.

- Select the appropriate search parameters and enter your information in the field provided to determine how/if you are listed in the directory.
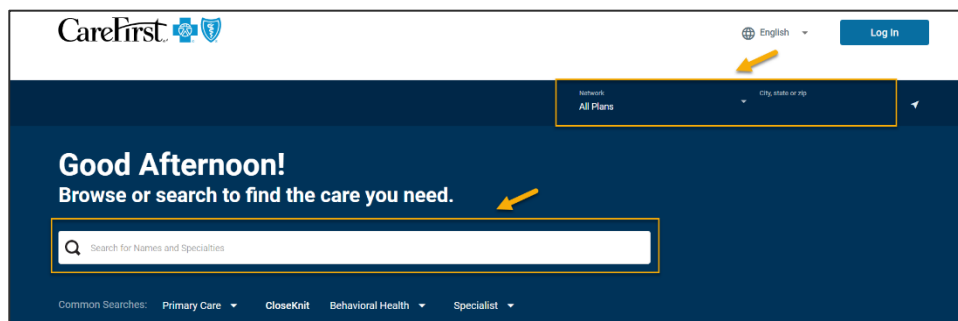
Note: Access the Provider Directory Tutorial for more information.

Q: Do I have to use this tool to complete my updates, or can I just send them to CareFirst?

A: To ensure that your information is accurate in our directory, you are strongly encouraged to use the self-service tool on the CareFirst Provider Portal. It is the fastest and most efficient way to update your data. If you are unable to use the self-service tool, please complete the Change in Provider Information form and send to CareFirst using the address indicated.

Q: How do I access the self-service tool?

A: You must be registered with to CareFirst Direct to access the self-service tool. For additional information on registering for CareFirst Direct, see the 'CareFirst Direct Questions' below.

Q: Do I have to have additional access to use the self-service tool?

A: If you only need to attest that your information is accurate, you do not need any additional access. However, if you need to make updates to your information, you will need 'demographic information access'.

Q: What is demographic information access?

A: Demographic information access is an access level that can be assigned by your Portal Administrator within the CareFirst Provider Portal (CareFirst Direct) allowing a user to view/update Provider and Practice demographic information. This level of access is required to make updates in our self-service tool. For information on how to request demographic information access, please review the Updating Your Profile in CareFirst Direct user guide.

Q: My practice is delegated; do I use this self-service tool for my updates?

A: No, delegated practices should follow the same process they do today. The CareFirst self-service tool is for non-delegated practices/practitioners to utilize.

Q: What directory information can I update?

A: You can update practice and practitioner information and demographics (i.e., name, Tax ID, billing NPI, administrative and practicing addresses, phone numbers, email addresses, office hours, terminate or add practitioners, etc.)

Note: You should also confirm that all practice locations listed for you are accurate. Please remove any locations where you no longer see patients.

Q: Will I also be able to attest to my data using this tool?

A: You must attest that your data is accurate, at least every 90 days. You can both attest that your data is accurate, as well as make updates using this tool.

Q: Are there any other places I need to update my data?

A: Along with CareFirst's self-service tool and CAQH, you should also keep your data updated in NPPES. NPPES stands for National Plan and Provider Enumeration System and is the databased used by NPI number holders and the Centers for Medicare and Medicaid Services (CMS). For more information, visit the NPPES section of HHS.gov.

CAQH ProView® Questions

Q: What about my information in CAQH ProView?

A: CAQH ProView is where you will continue to go to complete and submit new credentialing applications and regularly update your current application information ensuring it is accurate. CareFirst will continue to utilize CAQH ProView for its credentialing and recredentialing processes; however, CareFirst **does not** utilize CAQH ProView for maintaining our Provider Directory information.

To ensure that your information is accurate in our directory, we encourage you to use the self-service tool on the CareFirst Provider Portal.

When do I use CareFirst's self-service tool?	When do I use CAQH ProView?
■ Attest to your CareFirst Provider Directory information every 90 days. ■ Make updates to your CareFirst Provider Directory data as soon as it changes.	■ Complete and submit new credentialing applications (must complete the CareFirst CAQH Questionnaire). ■ Regularly attest to and update your credentialing application information ensuring accuracy.

CareFirst Direct Questions

Q: What is CareFirst Direct?

A: CareFirst Direct is a convenient tool that gives you fast access to the information you need. With CareFirst Direct, you can:

- Make inquiries on your own time
- Avoid time-consuming phone calls
- Verify eligibility and benefits
- Check claim status, access remittance and NOP information

You must be registered with CareFirst Direct to access the self-service tool.

Q: Where do I sign up for CareFirst Direct?

A: Visit carefirst.com/carefirstdirect and select the 'Register' link. Review our interactive user guide, [Accessing and Registering for CareFirst Direct](#), for assistance.

Q: What is a portal administrator?

A: Portal Administrators (User Administrators) are responsible for managing the CareFirst Provider Portal users in their organization. Specifically, Portal Administrators are responsible for the following as appropriate:

- Creating new users
- Approving or denying new user requests
- Approving or denying additional access requests
- Completing user access reviews
- Locking, unlocking, and terminating user accounts

Portal Administrators can view all the User Management guides for CareFirst Direct by going to the CareFirst Essentials page under the On-Demand Training section of the [Learning and Engagement Center](#).

Q: What if my practice/facility does not have a portal administrator assigned?

A: If your practice/facility does not currently have an active Portal Administrator, contact the Help Desk at **877-526-8390** for assistance. This access is crucial to ensuring your practice/facility can approve user access requests, complete required user access reviews, set up new users, and terminate user access as appropriate. Portal Administrators can access this [resource](#) for assistance managing user access requests.