

Provider News & Updates

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New Self-Service Tool Launching for Provider Directory Updates and Attestations

We are excited to share, that in early April 2024, CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (collectively, "CareFirst") will release a new and improved self-service tool to easily attest and update your provider directory information. Our goal is to provide you a "one-stop shop" to manage your provider directory information making it easier to do business with CareFirst.

What does this mean for you?

Per Federal law, professional providers in our Commercial and Medicare Advantage networks are required to attest/update their data every 90 days. The CareFirst Provider Directory Updates and Attestations self-service tool is where you go to satisfy this requirement ensuring your data is up to date at all times.

In addition, it is important you also keep your data updated in NPPES. NPPES stands for National Plan and Provider Enumeration System and is the database used by NPI number holders and the Centers for Medicare and Medicaid Services (CMS). The NPPES registry is updated regularly; therefore, any changes you make to your CareFirst provider directory information should also be reviewed and updated as appropriate in NPPES. For more information, visit the [NPPES section of HHS.gov](#).

With this new tool, you will experience:

- Easier navigation and transparency with your data.
- Real-time updates for office or administrative contact information changes.
- Confirmation of your update/attestation so you will know when your next 90-day update/attestation is due.
- Ability to upload requested documentation real-time required vs. having to email or fax.
 - Automated email confirmation with tracking ID from CareFirst when making these changes, along with email confirmation when the changes have been completed.
- Future enhancements planned include:
 - Real time updates to most directory information changes
 - Network effective dates
 - A web-based interface to track the progress of your requests/applications

System Downtime Coming Soon!

As we prepare to launch this new tool, there will be a period of time when our current self-service tools will not be

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available. Here are the details:

System Downtime Details:

- **Beginning on or about February 16, 2024**, the current Provider Directory Updates and Attestation tool within CareFirst Direct will be unavailable. **Note:** This downtime will not impact any other tools within the provider portal (CareFirst Direct).
- **Beginning on or about March 8, 2024**, practitioners joining existing groups will not be able to complete electronic applications to join the CareFirst network.

How to submit updates when system is unavailable?

If you need to update your data or submit a new application while the current on-line self-service tools are not accessible, you can submit those requests manually utilizing the forms outlined below and send to: **Mail Administrator, P.O. Box 14763 Lexington, KY 40512 or fax to: 410-872-4107.**

- For Provider Directory Updates
 - [Change in Provider Information Form](#)
- For New Credentialing Applications:
 - [Practitioners Added to Existing Group](#)

- **Important:** Institutional and Ancillary providers should continue to utilize the same process that is in place today. See the [Institutional/Ancillary credentialing page](#) for more information.

Additional Information

To help you further prepare, check out [this brief introduction](#) to preview the key features and functionality of this new self-service tool. In addition, please access our [FAQs](#) to help answer questions you may have.

Be on the lookout for additional communication about the launch of the new self-service tool, system downtime impacts, as well as information on upcoming training and live webinars available in the February issue of BlueLink.