

Provider News & Updates

Stay Connected

Coming Soon: A New Way to Login and Register for CareFirst Direct!

As CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (collectively “CareFirst”) continues to ensure protecting our member and provider information is of the utmost importance, we are in the process of upgrading our security protocols related to accessing our Provider Portal (CareFirst Direct).

As part of this effort, you will notice a few minor enhancements on the [CareFirst Provider Portal](#) landing page in early March.

Here is an overview of what is changing:

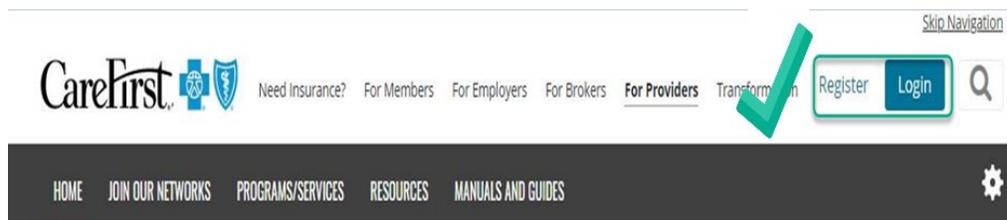
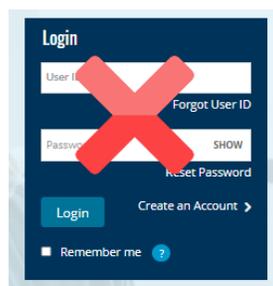
- [The Login Box](#)
- [A More Streamlined Registration Process for New Users](#)
- [Email and Mobile Number Multi-Factor Authentication for New Users](#)

Additional Resources

- [Verification Process](#)
- [Frequently Asked Questions](#)

The Login Box

The Login Box you are used to seeing on the home page will be removed and replaced with a simple login button on the upper right-hand side of the screen.



- If you are already registered, you will simply click on that Login button to enter your current username and password to access CareFirst Direct.
- If you have forgotten your username or password, select ‘Need Help Signing In’ on the Login screen for assistance.

Serving Maryland, the District of Columbia and portions of Virginia, CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. Group Hospitalization and Medical Services, Inc., and First Care, Inc. CareFirst BlueCross BlueShield Medicare Advantage is the shared business name of CareFirst Advantage, Inc., CareFirst Advantage PPO, Inc. and CareFirst Advantage DSNP, Inc. CareFirst BlueCross BlueShield Community Health Plan Maryland is the business name of CareFirst Community Partners, Inc. CareFirst BlueCross BlueShield Community Health Plan District of Columbia is the business name of Trusted Health Plan (District of Columbia), Inc. In the District of Columbia and Maryland, CareFirst MedPlus is the business name of First Care, Inc. In Virginia, CareFirst BlueCross BlueShield, CareFirst MedPlus, and CareFirst Diversified Benefits are the business names of First Care, Inc. of Maryland (used in VA by: First Care, Inc.). The aforementioned legal entities (excepting First Care, Inc. of Maryland), CareFirst BlueChoice, Inc., and The Dental Network, Inc., are independent licensees of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. CareFirst of Maryland, Inc. CareFirst Community Partners, Inc. and The Dental Network, Inc. underwrite products in Maryland only.



Important Note: You will need to complete a verification step when you login, also known as multi-factor authentication. A six-digit code will be sent to your email address attached to your account (or your mobile number if you added one to your account) for you to enter when prompted. This is similar to the verification process you experience periodically today. Refer to the verification process section below for more information.

A More Streamlined Registration Process for New Users

If you are not currently registered to access CareFirst Direct, simply select 'Register' and enter the required information to receive access. (You will need your Tax ID, Billing NPI, and a valid email address).



[Back to Top](#)

CareFirst

Provider - Create Account

Medical Providers must be in Maryland, District of Columbia or Northern Virginia area to register for CareFirst Provider access.

Tax ID *
123456789 9-digit Federal assigned number

Billing NPI *
1234567890 10-digit National Provider ID (Billing) associated with Tax ID

*Required

Cancel Continue

Email and Mobile Number Multi-Factor Authentication for New Users

Existing users are automatically set up with email verification and will be able to add the option for text verification within the 'My Profile' section (see user guide links below for instructions).

New Users – Multi-Factor Authentication Setup Options, select set up for each option to complete this step.

CareFirst

Enhanced Security

Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your account

Text Authentication
Enter a single-use code sent to your mobile phone.
Setup

Email Authentication
Enter a verification code sent to your email.
Setup

[Back to Top](#)

Verification Process (Multi-Factor Authentication)

If you are an existing user with **only your email address attached** to your account, you will see this screen alerting you to check your email for the six-digit code when you login:

CareFirst

Enhanced Security

Enter the 6-digit verification code sent to your email address: email@email.com
 Note: This code will expire in 5 minutes.

Verification code

Remember me on this device

Back to Login Verify

Didn't receive a code? Send via text

Enter the 6-digit code you receive here and select 'Verify'.

Select 'Remember me on this device' to help reduce how often you will need to complete this security step. See FAQs for more details.

The email will come from CareFirst CIAM. Below is an example of what is included. Enter the six-digit code provided to complete the verification and login.

Your CareFirst Security Code

XXXXXX

To continue, please enter the six-digit code shown above. It will expire in **5** minutes.

If you did not request this code, please call us at 877-526-8390 Monday - Friday from 7 a.m. to 6 p.m. (Eastern Time).

If you are an existing user with **both an email and a mobile number** attached to your account, you will see this screen alerting you to select your preferred method for receiving your six-digit code.

Verify Your Account

To verify your identity, we'll send you a 6-digit code. How should we send your security code?

Text Authentication
 We'll send you a code via text message

Email Authentication
 We'll send a code to your email address

Back to Login

Select which method you would like to receive your six-digit code and then enter it in the space provided to complete your verification.

If you select **'Text Authentication,'** the code will be sent via text to the mobile number on your account.

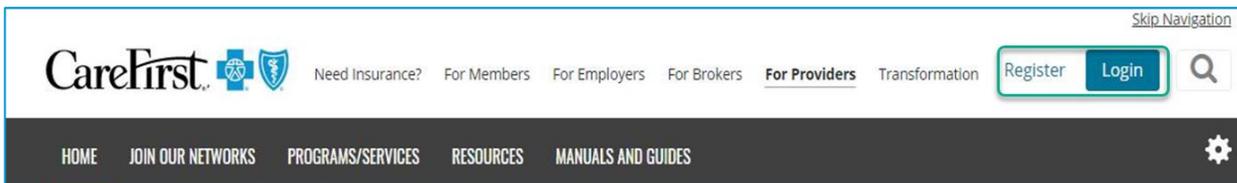
If you select **'Email Authentication,'** the code will be sent via email to the email address on your account.

[Back to Top](#)

Frequently Asked Questions

Q: When will these changes take place?

A: These updates will be available on the Provider Portal on March 6th. You will know the change has taken effect when you see the **'Register'** and **'Login'** buttons appear on the upper right-hand corner of the home page: [Providers & Physicians Home | CareFirst Provider.](#)



Q: Will I need to complete the verification process (multi-factor authentication) each time I login to the Provider Portal (CareFirst Direct)?

A: This is an important step in securing our member and provider information, here is some guidance to help you understand the situations when you will be prompted for verification (multi-factor authentication).

1. When you login for the first time after these changes are implemented, you will be prompted to verify your account.
 - If you select, 'Remember me on this device', and keep your browser open, you will not be prompted to verify your account again for 45 days.
2. Anytime you close your browser, and re-open it, you will be prompted to verify your account.
3. Anytime you clear your cache/cookies, you will be prompted to verify your account.
4. If the Provider Portal logs you out for inactivity, as long as you selected "Remember me on this device' and don't close your browser, you will not be prompted to verify your account again. *Note: You will be logged out automatically after 60 minutes of inactivity. At 45 minutes of inactivity, you will receive a notification your session will be terminated. If the inactivity continues after 15 more minutes it will log you out.*

In addition, as a CareFirst Provider Portal User, we want to remind you of the following required 'Terms of Use' information to keep your account secure:

- You are solely responsible for maintaining the confidentiality of your user ID and password.
- You will not share your user ID and password with anyone else.
- You will not invade the privacy of, or obtain the identity of, any other user of the Provider Portal site.
- You are responsible for all use of Provider Portal services accessed through your user ID and password.
- You will comply with all applicable Federal and State Laws, including HIPAA Administrative Simplification

regulations.

- You agree that all information entered into this Provider Portal and any documents uploaded are true and correct.
- You acknowledge that the member/patient information accessed is protected health information as defined under HIPAA and as such you will treat in accordance with HIPAA.

Q: What if I bookmarked the provider login page?

A: If you have bookmarked www.carefirst.com/providerlogin or added it as a 'favorite,' the page will no longer be available when we make these changes. As a best practice, we recommend you do not use any previously bookmarked pages, and login directly from the Provider Portal home page - [Providers & Physicians Home | CareFirst Provider](#). Moving forward, when you log out of the provider portal, you will be redirected back to that page.

Q: What if I need help logging in?

A: Refer to the troubleshooting tips below if you encounter issues logging in:

- Be sure to clear your cache/cookies before logging in.
- Login directly from the provider portal home page - [Providers & Physicians Home | CareFirst Provider](#). The 'Login' button will now appear in the upper right-hand corner of the screen.
- Remove any previously bookmarked pages for the CareFirst Provider Portal.
- Complete the verification process to login.
- Be sure to only utilize web browsers supported by Microsoft, such as Google Chrome and Microsoft Edge.

Q: Will any of the access I have in CareFirst Direct change as a result of this update?

A: No, the access you currently have, such as Portal Administrator, Fee Schedules, Demographic Information, etc., will remain the same with this update.

Q: I've tried the tips above but still need assistance. What should I do?

A: If you still need assistance, we have updated our interactive user guides to reflect these changes. You can access them at our [Learning and Engagement Center](#). Go to the 'On-Demand Training' page and select CareFirst Essentials or select the user guide you need linked directly below.

All Users:

- [Accessing and Registering for CareFirst Direct](#)
- [Updating Your Profile in CareFirst Direct](#)
- [Multi-Factor Authentication in CareFirst Direct](#)

Portal Administrators:

- [Creating a New User](#)

**Note: All interactive user guides have a PDF version of the guide at the end of the tutorial that is available for you to print, if needed.*

[Back to Top](#)

Q: Who can I call if I'm still having trouble logging in?

A: If you have completed all the steps noted above and reviewed the troubleshooting tips but are having technical issues as you attempt to log in or register, please contact the CareFirst Help Desk at 877-526-8390.

[Back to Top](#)