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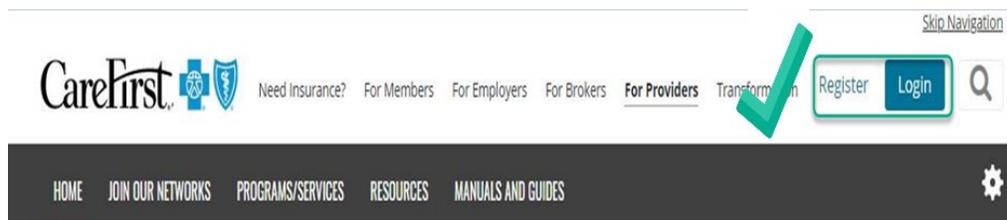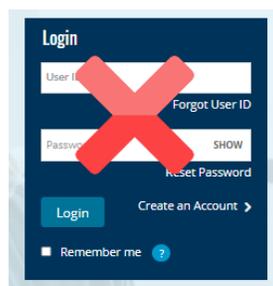
- If you are already registered, you will simply click on that Login button to enter your current username and password to access CareFirst Direct.
- If you have forgotten your username or password, select 'Need Help Signing In' on the Login screen for assistance.

> **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).

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.

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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:

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.

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.

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.

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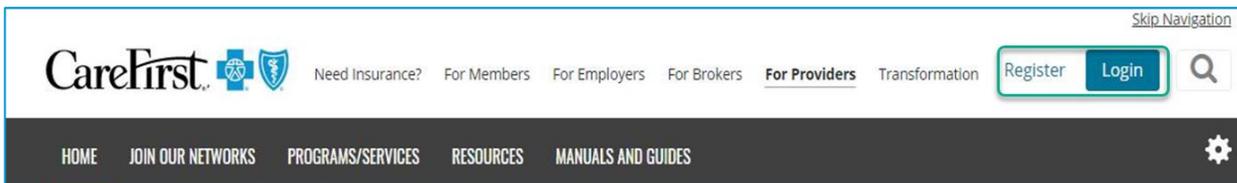
Q: Will I need to complete the verification process (multi-factor authentication) each time I login to the Provider Portal (CareFirst Direct)?

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 minuntes 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.

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.