

Take Control of Your Data

Verify or Update Your Practice Information Online

CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (CareFirst) requires providers to review and verify practice information each year.

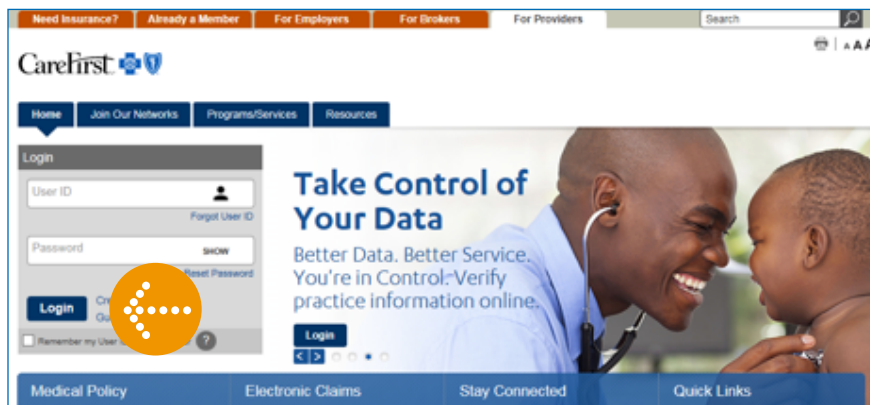
Professional providers: verify their information via CAQH ProView. CareFirst has begun integration with CAQH ProView, which means that when you update your information with CAQH, it will also be updated in CareFirst’s systems and provider directories, eliminating the need to update your information in more than one location. Learn more at carefirst.com/updateproviderinfo > *Professional Providers*.

Institutional and Ancillary providers: verify their information once each calendar year using the steps below.

Before You Get Started

- Register for [CareFirst Direct](#), if you don’t already have an account
- **IMPORTANT:** Access to update Demographic Information **MUST** be added to a user’s profile.
Office Administrators: [Learn how](#) to add access here.

Follow these Steps to Verify your Information



1) Visit www.carefirst.com/providers and log in to the Provider Portal (CareFirst Direct).



2) Navigate to the *CareFirst Direct* tab. *Optional navigation to provider lookup screen:* Click on *CareFirst Direct* tab from the dropdown menu, click *Provider Credentialing*.



CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. and Group Hospitalization and Medical Services, Inc. CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. are both independent licensees of the Blue Cross and Blue Shield Association. *Registered trademark of the Blue Cross and Blue Shield Association. **Registered trademark of CareFirst of Maryland, Inc.

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CareFirst
Welcome

Help | Settings* | Log Out

CareFirst Direct | Prior Auth / Notifications | Referrals | Programs/Services | Resources

Services

- CareFirst Direct Home
- Eligibility / Benefits
- Claims Status
- Authorization
- Claim Inquiry (ASH)
- Provider Credentialing

Alerts

Selection	Member Information	# of Alerts
<input checked="" type="checkbox"/> Drug Therapy Alerts (0)	No Alerts	

View Provider Info

Use this Step-by-Step Guide to update demographic information. Check browser compatibility before submitting.

View your Provider Information

Center for Provider Education & Training (CPET)

Take advantage of various options to keep you up-to-date. In addition to online learning modules and our traditional half-day seminars, we also offer interactive webinars.

Sign Up For Training

News and Updates

- Who do your CareFirst patients turn to for information about behavioral health programs and services?
- Do you have patients who need behavioral health or substance abuse assistance? We have a program that can help.
- We're Improving Provider Portal security. Read this to know what to expect when the changes go live.
- Provider Portal (CareFirst Direct) security enhancements are on the way. Make sure you know what's coming. Details inside.
- iCentric is getting a security upgrade - find out how, inside.

3) Click the *View your Provider Information* button.

CareFirst
Welcome Suzanne

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Provider Lookup

Search for Professional/Institutional Provider and/or Practitioner information associated with the Tax ID.

Important Note

- Information provided and available for update will be for contracted providers and physicians under the Regional Provider Network.
- Only submit updates that have not been previously submitted on the Change Form. Do not send in the paper form if you have submitted the update online.
- Please wait at least 60 days to view updates submitted via the Change Form. For a status on updates within the last 60 days, contact the Provider Information & Credentialing Department at 410-872-3500 or 877-269-9593 for assistance.
- Updates should only be submitted by individuals authorized to make changes to provider or practitioner information.

Select the Type Professional Practice or Institution Practitioner

4) Select *Institution*.

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Your request could not be processed at this time. Please try again later.

Select the Type of Provider Professional Practice or Institution Practitioner

Select the Billing NPI **Submit**

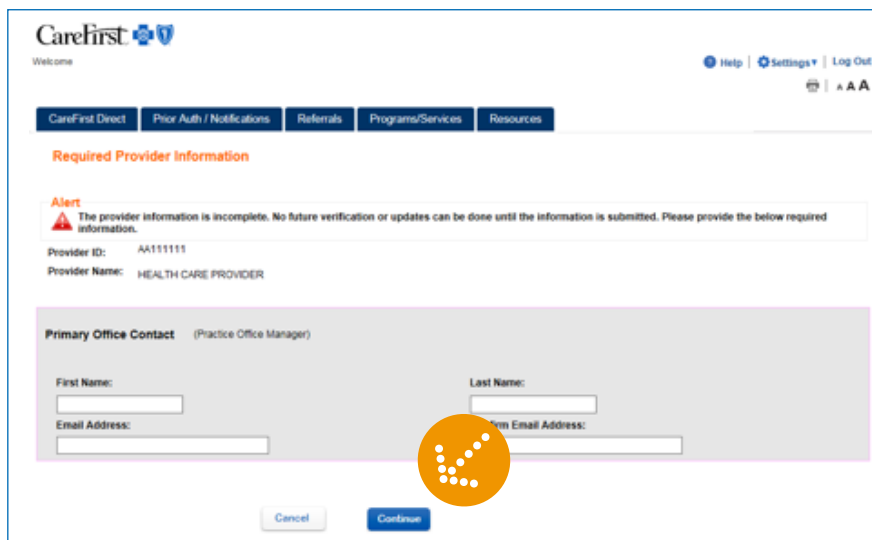
5) Select your Billing NPI and click *Submit*.

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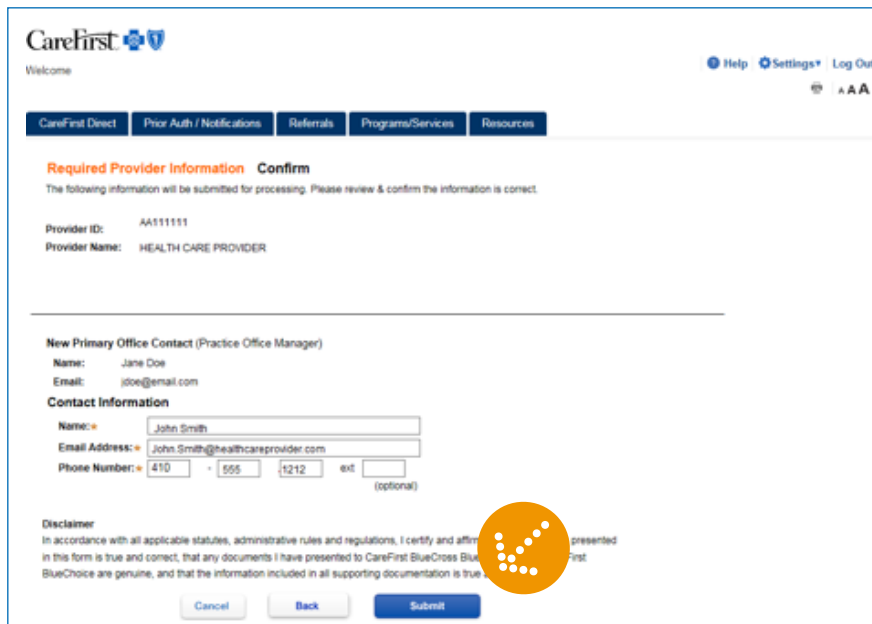
CareFirst logo and navigation menu (CareFirst Direct, Prior Auth / Notifications, Referrals, Programs/Services, Resources). The page title is "Provider Lookup". It includes an "Important Note" section with instructions on how to use the lookup tool. Below the note, there are radio buttons to select the provider type (Professional Practice or Institution, selected) and a dropdown menu for the Billing NPI (11111111). A "Submit" button is present. The "Provider Results" section shows a table with one entry: Provider ID AA111111, Provider Name HEALTH CARE PROVIDER, and Verified status No. An orange circle highlights the Provider ID in the table.

6) Click on your Provider ID.



CareFirst logo and navigation menu. The page title is "Required Provider Information". It displays an "Alert" indicating that the provider information is incomplete. Below the alert, the current Provider ID (AA111111) and Provider Name (HEALTH CARE PROVIDER) are shown. The "Primary Office Contact" section contains input fields for First Name, Last Name, Email Address, and Primary Email Address. An orange circle highlights the Primary Email Address field. "Cancel" and "Continue" buttons are at the bottom.

7) Enter information for your Primary Office Contact (Practice Office Manager) and click *Continue*.



CareFirst logo and navigation menu. The page title is "Required Provider Information Confirm". It shows the information to be submitted: Provider ID AA111111 and Provider Name HEALTH CARE PROVIDER. Below this, the "New Primary Office Contact" information is displayed: Name Jane Doe, Email jdoe@email.com. The "Contact Information" section has input fields for Name (John Smith), Email Address (John.Smith@healthcareprovider.com), and Phone Number (410-595-1212 ext.). A "Disclaimer" section is at the bottom with a checkbox for agreement. An orange circle highlights the "I certify and affirm" checkbox. "Cancel", "Back", and "Submit" buttons are at the bottom.

8) Confirm the information and click *Submit*.

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Required Provider Information Summary

Thank you for your submission. If additional information is needed you will be contacted by phone or e-mail.
 Tracking # AA000000001

Provider Information
 Provider ID: AA111111
 Provider Name: HEALTH CARE PROVIDER

Submitter Information
 Name: Jane Doe
 Email: jane@email.com
 Phone Number:

Please print and retain a copy for your records. You will need the tracking # to follow-up with CareFirst. You will receive confirmation of your update via email.

Disclaimer
 In accordance with all applicable statutes, administrative rules and regulations, I warrant that all information presented in this form is true and correct, that any documents I have presented to CareFirst and/or CareFirst BlueChoice are genuine, and that the information included in all supporting documents is accurate.

Print OK

9) Take note of your tracking number for these updates and click *OK*.

NOTE: You will need to log back in to review/verify your information on the next business day. Repeat steps 1-6 and then continue with step 10.

Provider Information | Return to Previous

The following information is on file for the provider. Please verify the information by selecting the [Verify Provider Information](#) button. You can update the information by selecting the [Update](#) link or by downloading the applicable form: [Change in Provider Information - Professional](#) or [Change in Provider Information - Institutional/Ancillary](#) and submitting it along with your practice letterhead.

Practice Demographics | Terminate Practice | Quick Links

Provider ID: AA111111	Tax ID: 5211111111 Update	Practitioner Roster Primary Office Contacts
Provider Name: HEALTH CARE PROVIDER Update	Tax Name: PHYSICIANS, INC	
PCMH: No Update	Last Verified by: Not Verified	
Billing NPI: 111111111 Update		
Office Manager Email: Please Update Office Manager E-mail Update		

10) Review your provider/practice information.

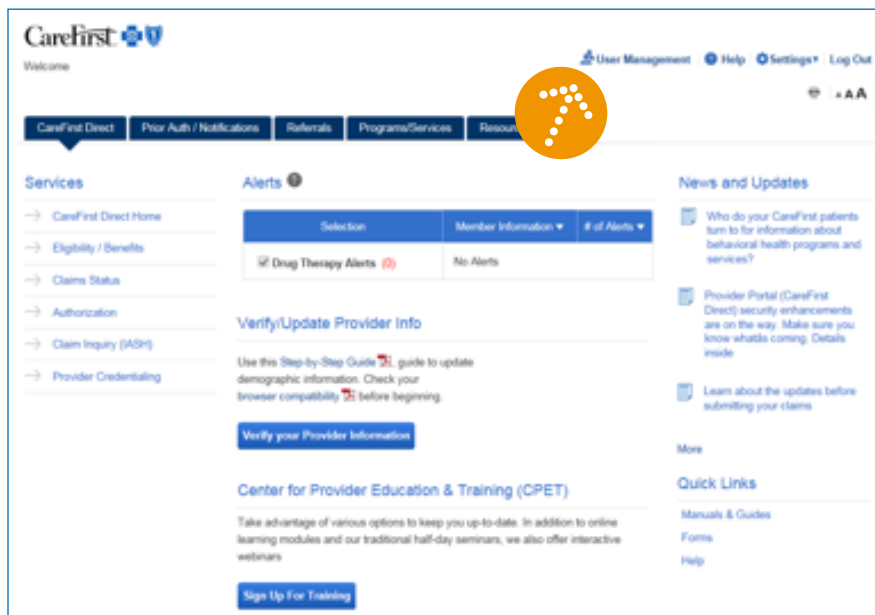
11) If you need to make changes, use the *Update* links or download the *Change in Provider Information—Institutional/Ancillary* form at www.carefirst.com/providerforms.

NOTE: When making changes to primary office information, it takes 3–24 hours to update in the portal.

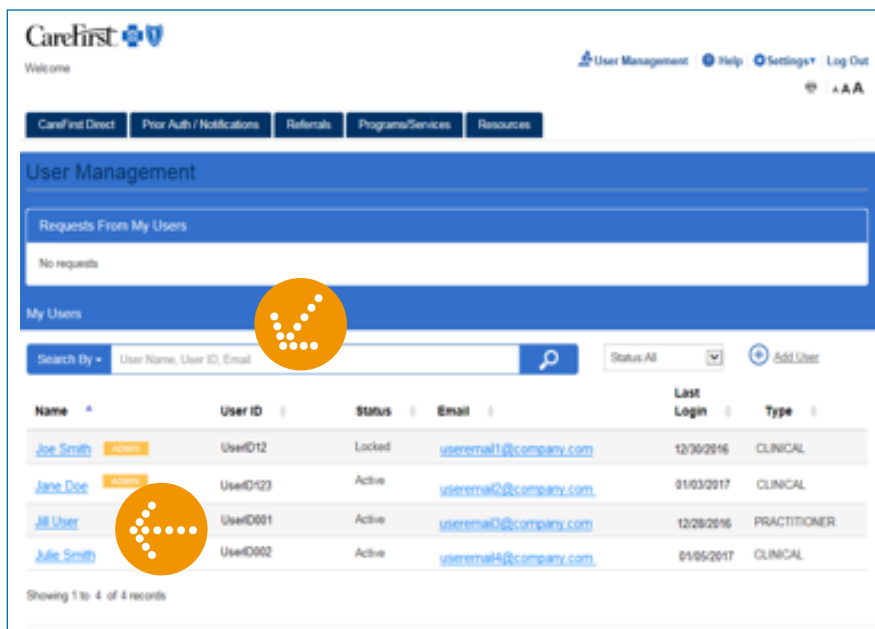
Verify Provider Information

12) If the information is correct, click the *Verify Provider Information* button.

For Office Administrators—Adding “Demographic Information” access in order to view/update provider and practice information:



1) Select *User Management* from the Provider Portal Home Page.



2) Enter the User Name, User ID or email address in the *Search By* field and/or click directly on the *Name* hyperlink to access the User's Profile.

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The screenshot shows the Carefirst User Management interface. At the top, there is a navigation bar with 'User Management', 'Help', 'Settings*', and 'Log Out'. Below this is a secondary navigation bar with 'CareFirst Direct', 'Prior Auth / Notifications', 'Referrals', 'Programs/Services', and 'Resources'. The main heading is 'User Management > My Users > Jill User'. The page is divided into two main sections. On the left is the 'User Information' form, which includes fields for 'First Name' (Jill), 'Last Name' (User), 'Phone Number' (410-123-4567), and 'Extension'. It also shows 'Current email: usermail@company.com' and 'Current Mobile: 410-555-5555'. A 'Save' button is at the bottom of this form. On the right is the 'User Management - Quick Links' section, which contains links for 'Jill's Profile', 'View Practitioners/Facilities', and 'View Access'. Below this is the 'Account History' section, showing 'Last Login 12/28/2016', 'Last Unlock by', and 'Account Created by UserID12'. An orange circular callout with white dots points to the 'View Access' link in the Quick Links section.

3) From the User's Profile, click on *View Access*.

The screenshot shows the 'View Access' page for 'Jill User'. The navigation bar and secondary navigation bar are the same as in the previous screenshot. The main heading is 'User Management > Jill User > View Access'. The page is divided into two main sections. On the left is the 'View and Add Access' section, which lists various access categories with 'Add' buttons and descriptions: 'Eligibility and Benefits', 'Claims', 'Referrals and Authorizations', 'Remittance', 'Medical Fee Schedules', 'Dental Fee Schedules', 'Demographic Information', and 'User Administration'. An orange circular callout with white dots points to the 'Add' button next to 'Demographic Information'. On the right is the 'User Management - Quick Links' section, which contains links for 'Jill's Profile', 'View Practitioners/Facilities', and 'View Access'. Below this is the 'Account History' section, showing 'Last Login 12/28/2016', 'Last Unlock by', and 'Account Created by UserID12'.

4) Click on the blue *Add* button next to Demographic Information to grant access.

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CareFirst

Welcome User Management Help Settings* Log Out

CareFirst Direct Prior Auth / Notifications Referrals Programs/Services Resources

User Management > Jill User > View Access

Access has been added successfully.

View and Add Access

- [Add](#) Eligibility and Benefits - View eligibility and benefits for a particular member.
- [Add](#) Claims - View claim status and inquire about a claim.
- [Add](#) Referrals and Authorizations - Create and view referrals and authorizations.
- [Add](#) Remittance - View remittance information and generate notice of payment/remittance vouchers.
- [Add](#) Medical Fee Schedules - View allowed amount for procedures for Medical Providers. [edit permissions](#)
- [Add](#) Dental Fee Schedules - View allowed amount for procedures for Dental Providers. [edit permissions](#)
- [Add](#) Demographic Information - View/Update Provider and Practice demographic information.
- [Add](#) User Administration - Maintain users under my Organization.

User Management - Quick Links

- Jill's Profile
- [View Practitioners/Facilities](#)
- [View Access](#)

Account History

- Last Login 12/28/2016
- Last Unlock by
- Account Created by UserID12

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5) You will receive confirmation that it has been added, and the blue *Add* button will change to green and state *Added*.

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