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.*

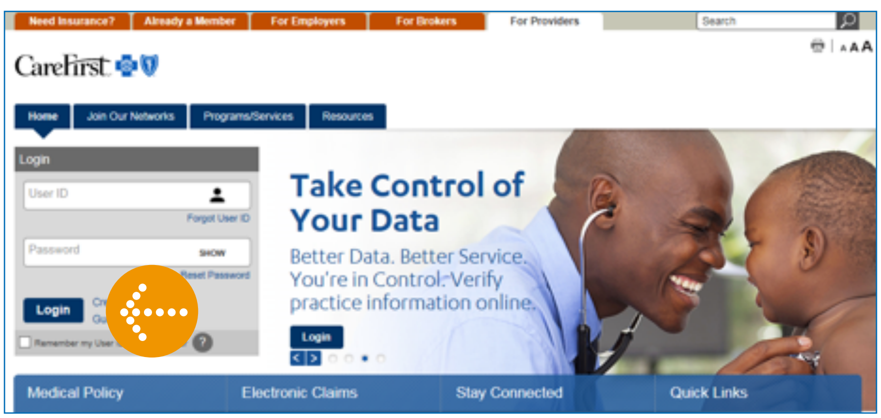
Institutional and Ancillary providers: verify their information once each calendar year using the steps below.

Before You Get Started

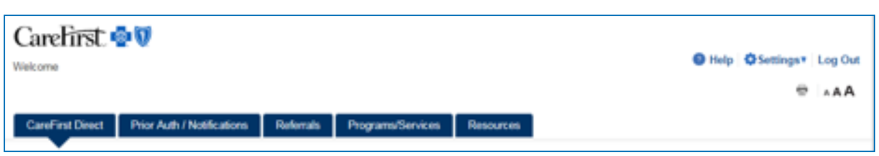
- Register for CareFirst Direct, if you don't already have an account

- **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.*

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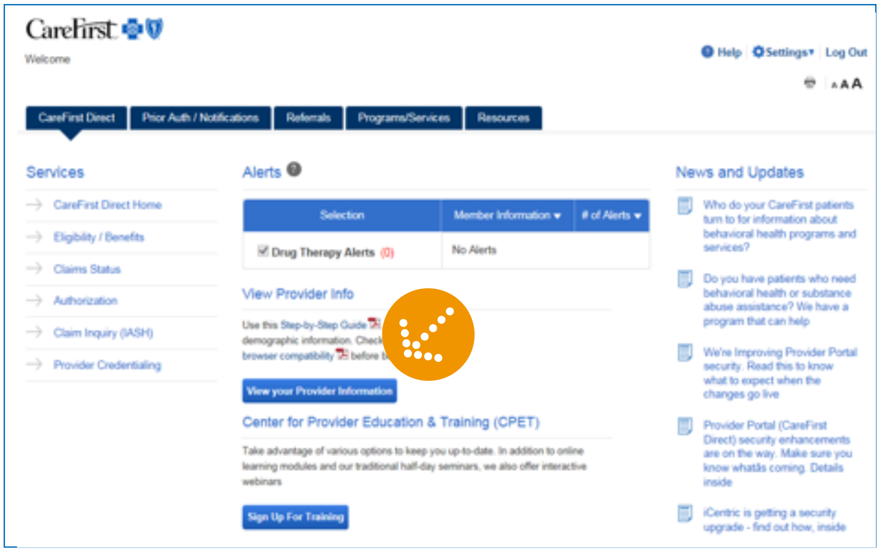
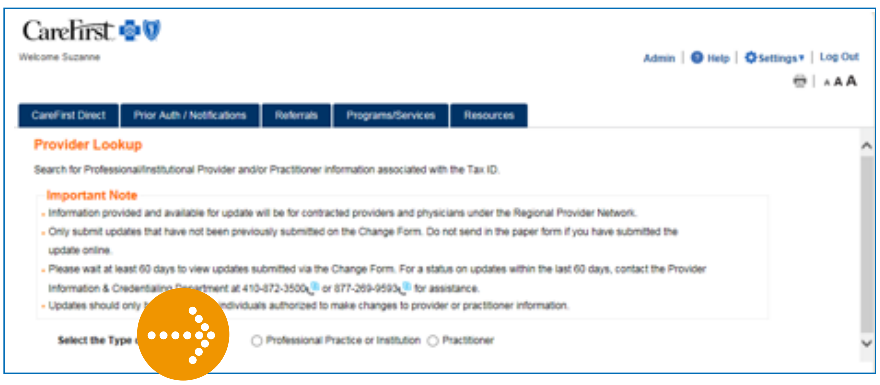
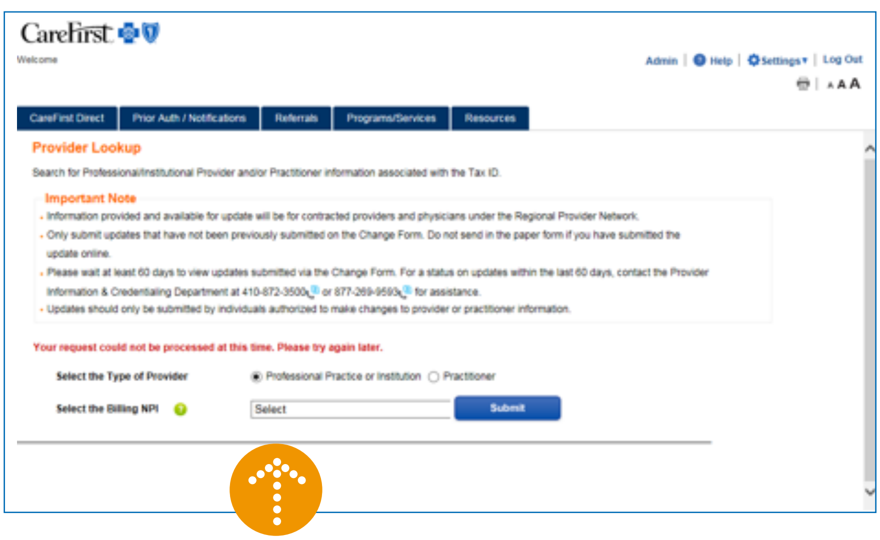


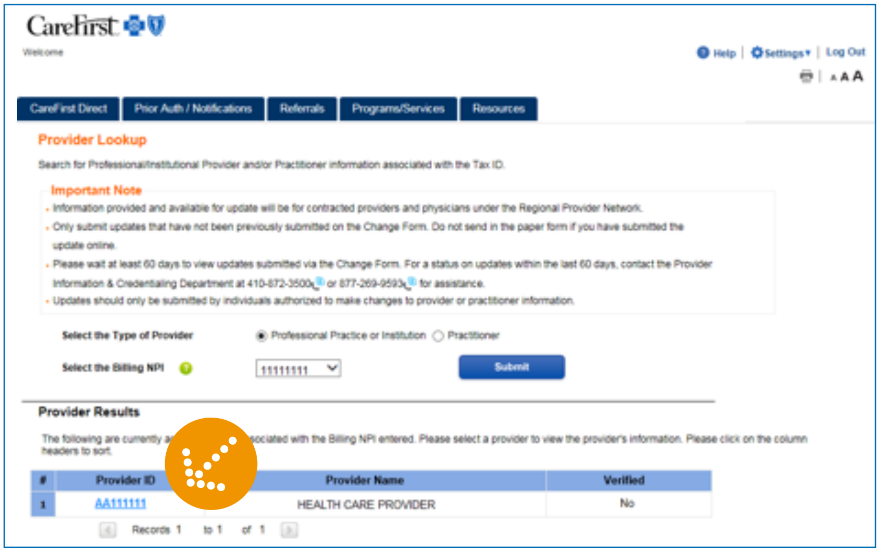
3) Click the *View your Provider Information* button.



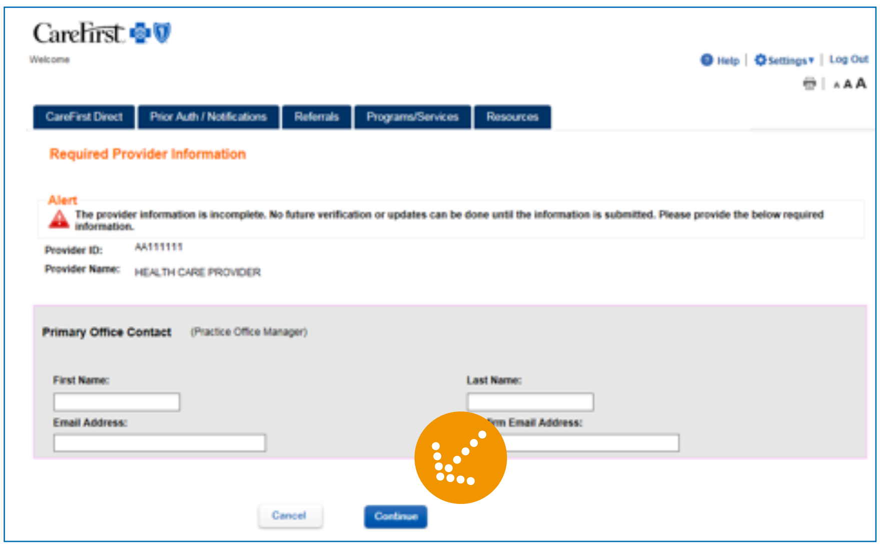
4) Select *Institution*.



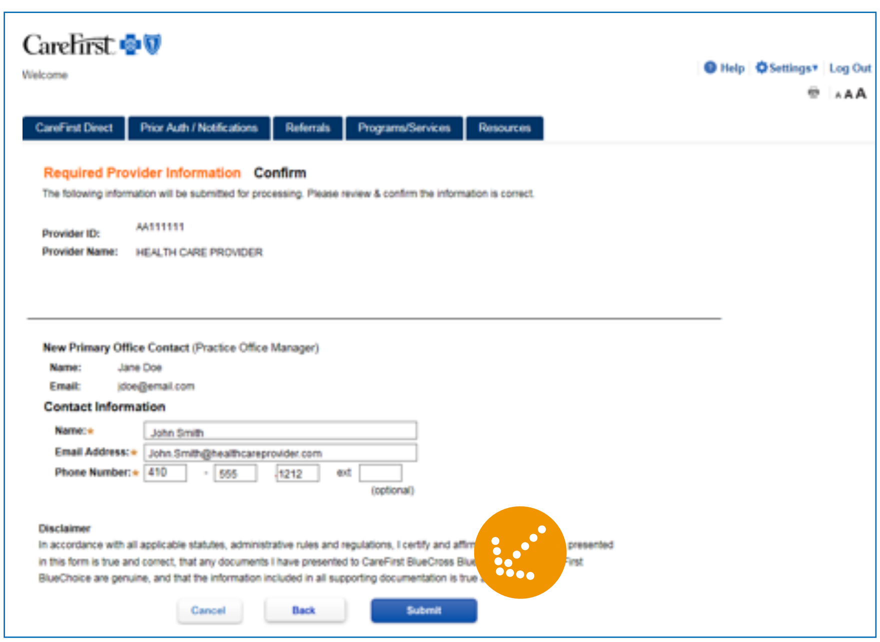
5) Select your Billing NPI and click *Submit*.



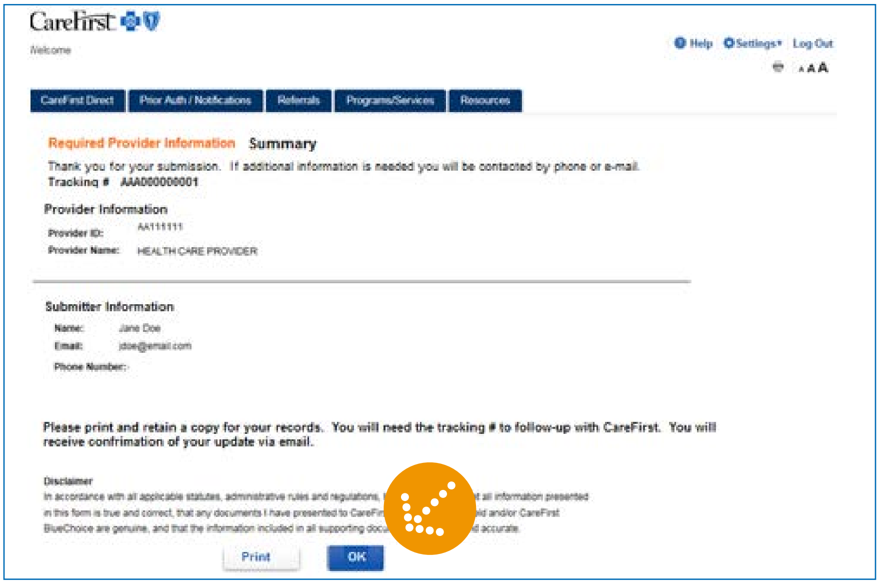
6) Click on your Provider ID.



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

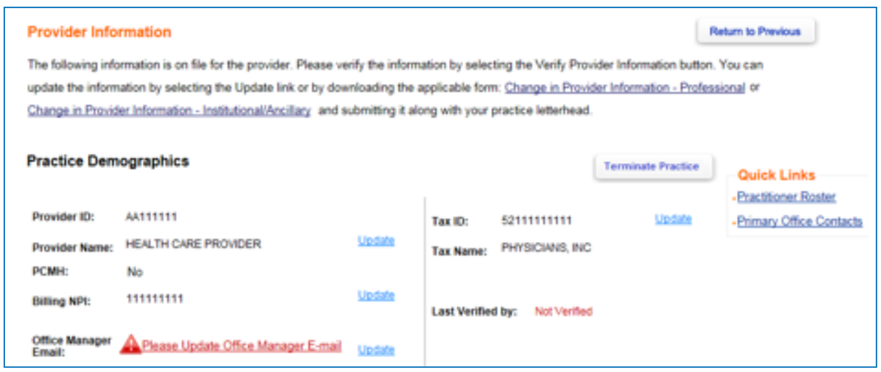


8) Confirm the information and click *Submit*.

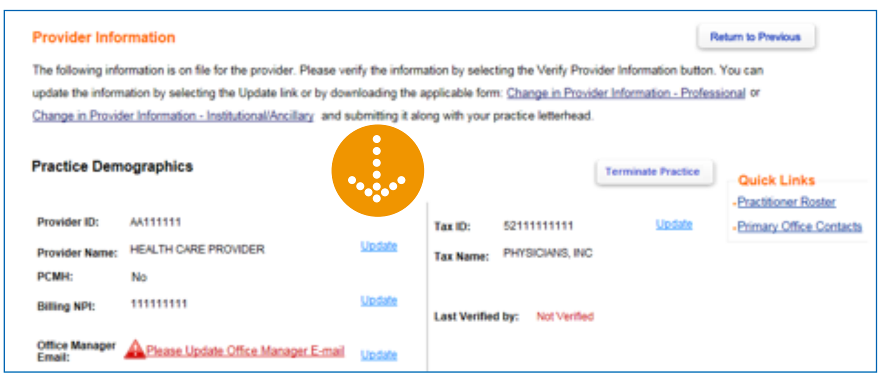


9) Take note of your tracking number for these updates and click *OK*.

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.

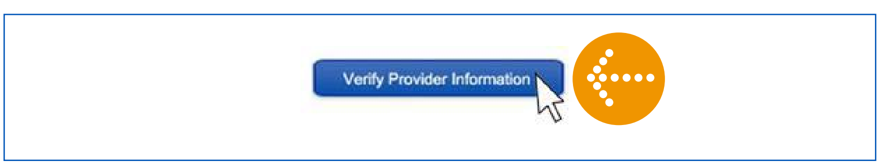


10) Review your provider/practice information.



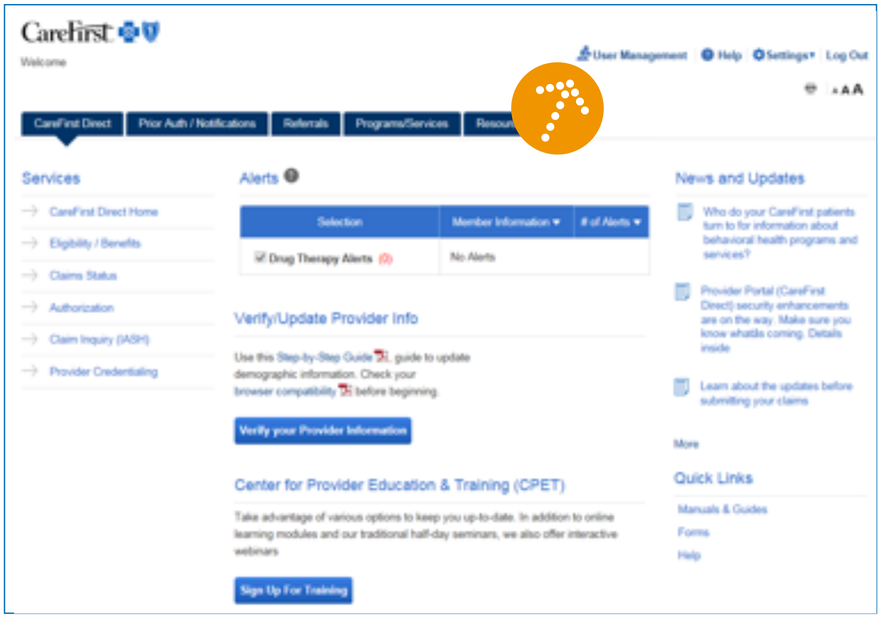
11) If you need to make changes, use the *Update* links or download the Change in Provider Information—Institutional/Ancillary form at www.carefirst.com/providerforms.

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

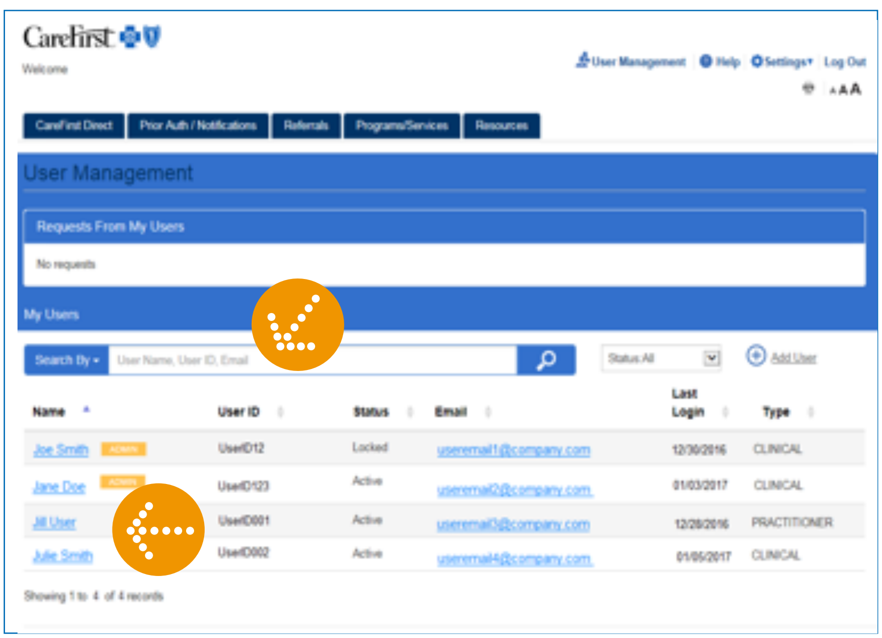


12) If the information is correct, click the *Verify Provider Information* button.

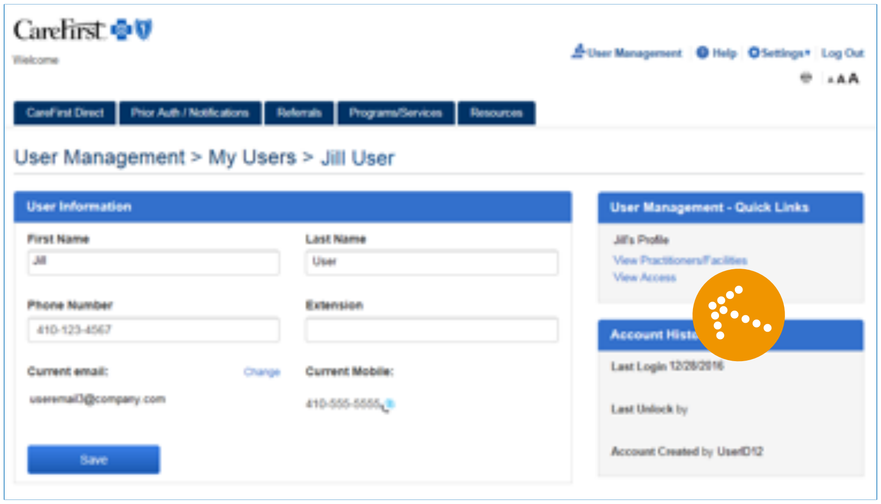
For Office Administrators—Adding "Demographic Information" access in order to view/ update provider and practice information:



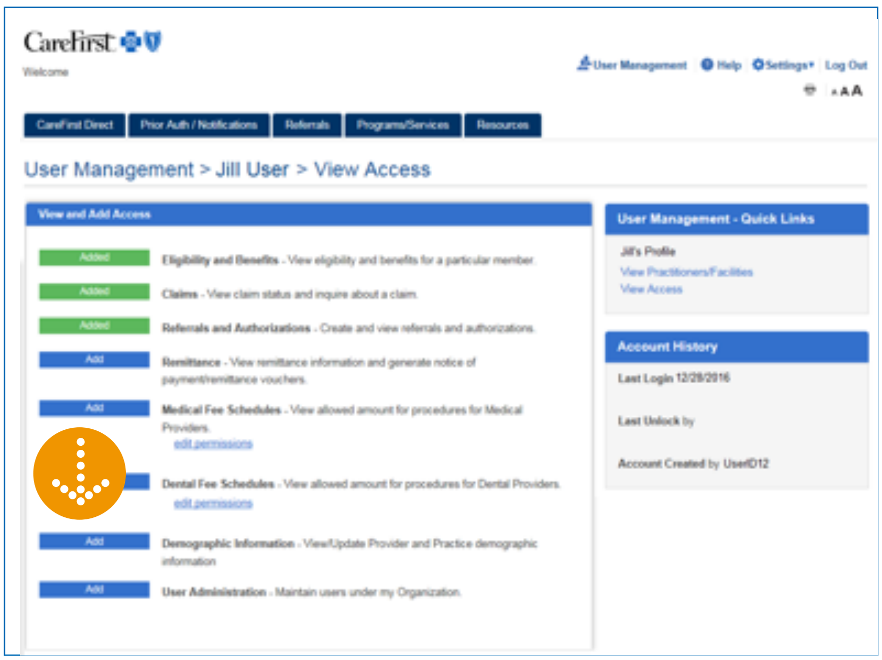
1) Select *User Management* from the Provider Portal Home Page.



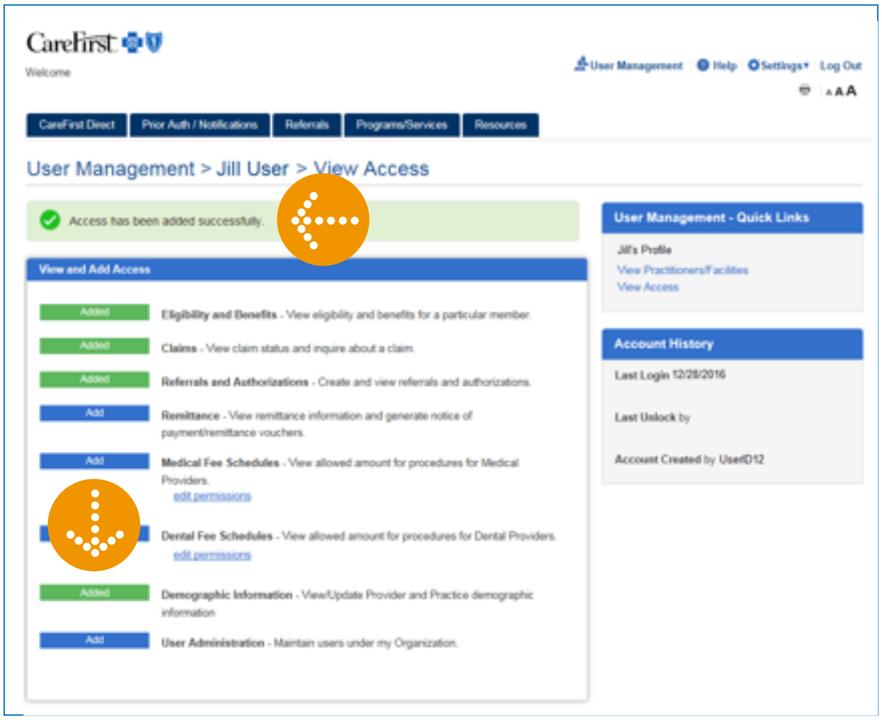
2) Enter the User Name, User ID or email address in the *Search By* field and/or click directly on the *Name* hyperlink to access the User's Profile.



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



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



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