



CAREFIRST UPDATES

Maryland AAHAM

MARCH 2021

Proprietary and Confidential

AGENDA

1. Government Programs Overview
 - Medicare Advantage
 - Acquisitions of Medicaid and Medicare Advantage Plans
2. Networks
3. Pre-service Review
4. Coronavirus (COVID-19) Response
5. CareFirst Updates

MEDICARE ADVANTAGE

HMO Network



Launched January 1, 2021

2 HMO Plans

CareFirst BlueCross BlueShield Advantage Core (HMO)

Our Core plan covers all your Medicare covered benefits, prescription drug coverage and additional benefits like dental, vision, fitness and more all at a low premium.

CareFirst BlueCross BlueShield Advantage Enhanced (HMO)

Our Enhanced plan is packed with additional benefits beyond Medicare with no to low copays. This plan also offers a few extra benefits beyond the Core plan like routine chiropractic, acupuncture and podiatry. Members of this plan can also enroll in our Dental and Vision Add-On.

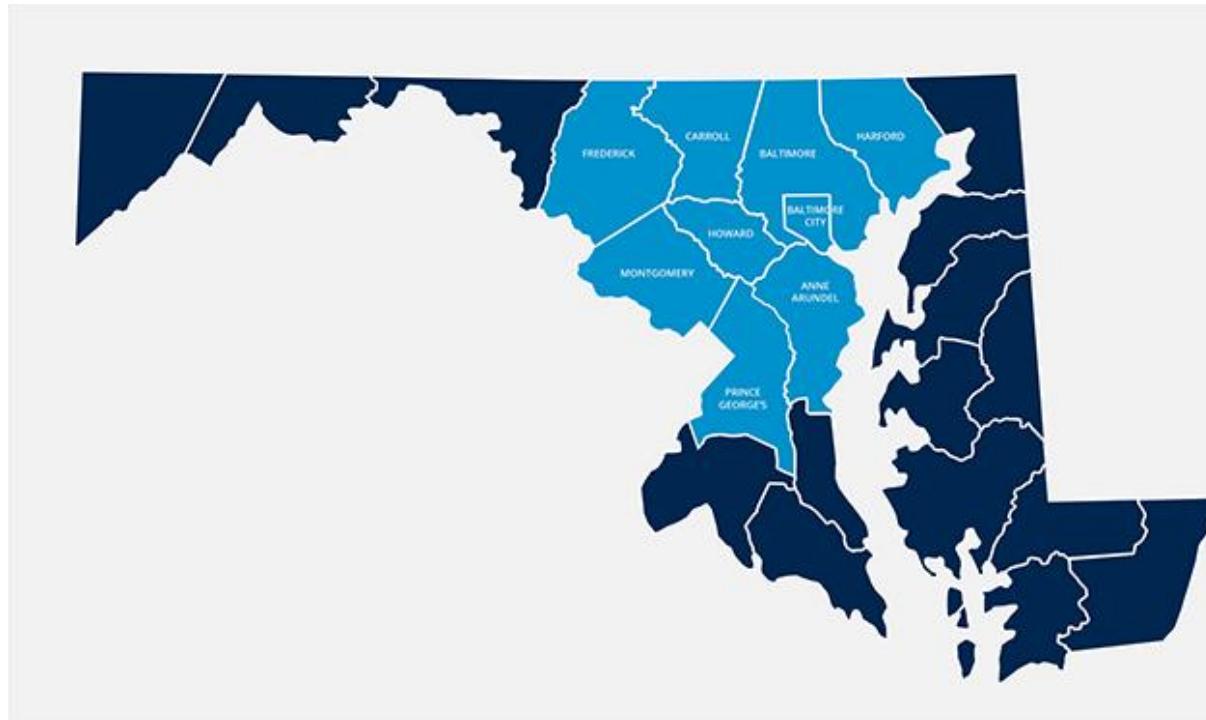
Annual
Enrollment
Period



Service Area

CareFirst offers Medicare Advantage coverage to residents of the following Maryland counties:

- Anne Arundel
- Baltimore
- Baltimore City
- Carroll
- Frederick
- Harford
- Howard
- Montgomery
- Prince George's



As network and membership expands, the service area could expand as well.

Network Information

CLOSED

At this time, the CareFirst BlueCross BlueShield Medicare Advantage network is closed.



There may be a time in the future when CF will seek to add providers to the network and will make that determination in conjunction with CMS regulations and network adequacy requirements.



Providers who are participating in the CareFirst BlueCross BlueShield Medicare Advantage Network are specifically and separately contracted with that network.



Being a CareFirst contracted provider does not automatically make you an in-network MA provider.

CareFirst BlueCross BlueShield Advantage Core (HMO)



CareFirst BlueCross BlueShield Advantage Core (HMO)

Member Name **L L Smith**
 Member ID Number **MAC XXXXXXXX**
 Group Number **99-9999X**
 Effective Date **01/01/2021**
 BC/BS Plan Codes **193**
 Issuer **(80840)**
 PCP Provider Name

PCP Office Visit: **\$00**
 Specialist Office Visit: **\$00**
 Urgent Care Center Visit: **\$00**
 Emergency Room Visit: **\$00**
 RxBIN **004336**
 RxPCN **MEDDADV**
 RxGRP **RX8181**


 CMS-H6067-999

www.carefirst.com/medicare



CareFirst BlueCross BlueShield Advantage Core (HMO)

Medical Claim Submission Address for CareFirst Service Area Providers
 CareFirst Medicare Medical Claims
 PO Box 4495
 Scranton, PA 18505

Rx Claims Submission Address
 CareFirst Medicare
 PO Box 52000
 Phoenix, AZ 85072-2000

Dental Claims Submission Address
 CareFirst Medicare Dental Claims
 PO Box 14115
 Lexington, KY 40512

Please reference member self-service for Vision and Hearing Aid Claims submission(s)

Member Self Service

Member Services: **1-855-290-5744**
 Pharmacy Services: **1-888-970-0917**
 Medical Emergency: **911**
 TTY/TDD: **711**
 24/7 Nurse Line: **1-833-968-1773**

Medical Professional & Hospital Providers:

Toll-free Precertification: **1-866-773-2884**
 File claims with local Blue Cross and/or Blue Shield Plan

PROVIDERS MUST NOT BILL MEDICARE.

MA HMO products provided by CareFirst Advantage, Inc., an independent licensee of the Blue Cross and Blue Shield Association. The member only has coverage for urgent and emergent care and renal dialysis outside of CareFirst Inc. Service area.

CareFirst BlueCross BlueShield Medicare Advantage is the business name of CareFirst Advantage, Inc., an independent licensee 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.

Pharmacy services provided by CVS Caremark

CareFirst BlueCross BlueShield Advantage Enhanced (HMO)



CareFirst BlueCross BlueShield Advantage Enhanced (HMO)

Member Name **L L Smith**
 Member ID Number **MAC XXXXXXXX**

Group Number **99-9999X**
 Effective Date **01/01/2021**
 BC/BS Plan Codes **193**
 Issuer **(80840)**
 PCP Provider Name

PCP Office Visit: **\$00**
 Specialist Office Visit: **\$00**
 Urgent Care Center Visit: **\$00**
 Emergency Room Visit: **\$00**

RxBIN **004336**
 RxPCN **MEDDADV**
 RxGRP **RX8181**

CMS-H6067-999



www.carefirst.com/medicare



CareFirst BlueCross BlueShield Advantage Enhanced (HMO)

Medical Claim Submission Address for CareFirst Service Area Providers
 CareFirst Medicare Medical Claims
 PO Box 4495
 Scranton, PA 18505

Rx Claims Submission Address
 CareFirst Medicare
 PO Box 52000
 Phoenix, AZ 85072-2000

Dental Claims Submission Address
 CareFirst Medicare Dental Claims
 PO Box 14115
 Lexington, KY 40512

Please reference member self-service for Vision and Hearing Aid Claims submission(s)

Member Self Service

Member Services: **1-855-290-5744**
 Pharmacy Services: **1-888-970-0917**
 Medical Emergency: **911**
 TTY/TDD: **711**
 24/7 Nurse Line: **1-833-968-1773**

Medical Professional & Hospital Providers:

Toll-free Precertification: **1-866-773-2884**
 File claims with local Blue Cross and/or Blue Shield Plan

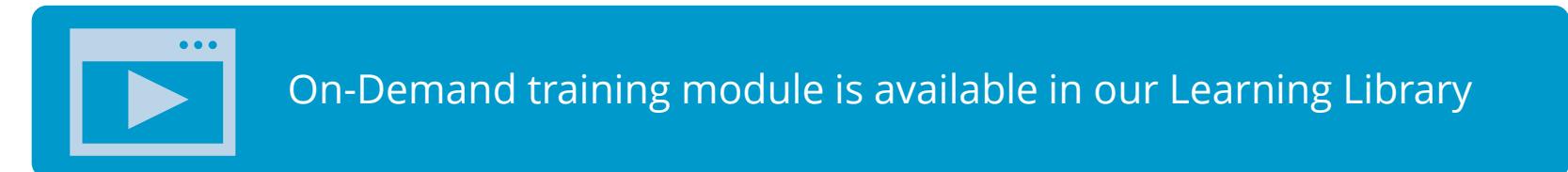
PROVIDERS MUST NOT BILL MEDICARE.

MA HMO products provided by CareFirst Advantage, Inc., an independent licensee of the Blue Cross and Blue Shield Association. The member only has coverage for urgent and emergent care and renal dialysis outside of CareFirst Inc. Service area.

CareFirst BlueCross BlueShield Medicare Advantage is the business name of CareFirst Advantage, Inc., an independent licensee 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.

Pharmacy services provided by CVS Caremark

New Authorization Portal



CareFirst  Provider

[Log Out](#)

[HOME](#) [CAREFIRST DIRECT](#) [PRIOR AUTH / NOTIFICATIONS](#) [TOOLS](#) [PROGRAMS/SERVICES](#) [RESOURCES](#) [MANUALS AND GUIDES](#) [?](#)

Prior Auth / Notifications

- Medical (Commercial / FEP)**
 - Inpatient Authorization (Inpatient Notification)
 - Outpatient Authorization (Medical Prior-Authorization)
 - Genetic Testing (FEP only)[Start Now](#) [Learn more...](#)
- Pharmacy (All Lines of Business)**
 - Specialty Drug Authorization
 - Pharmaceutical Authorization[Start Now](#) [Learn more...](#)
- Medical (Medicare Advantage)**
 - Inpatient Authorization (Inpatient Notification)
 - Outpatient Authorization (Medical Prior-Authorization)
 - Genetic Testing (Medicare Advantage only)[Start Now](#) [Learn more...](#)
- Genetic Testing (Commercial)**[Start Now](#) [Learn more...](#)
- BlueCard (Out of Area)**

Enter Prefix [?](#)

[Start Now](#) [Learn more...](#)
- Medical (DC Medicaid)**

Login to DC Medicaid Provider Portal

[Start Now](#) [Learn more...](#)

Although the Altruista authorization portal is currently only effective for Medicare Advantage members, Altruista will eventually be used for all commercial member authorizations.

ACQUISITIONS

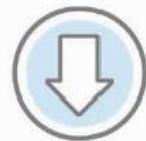
Medicaid and Medicare Advantage Products

UMMS Health Plans

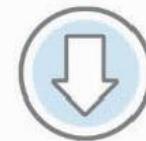
In October 2020, it was announced that CareFirst BlueChoice, Inc. will acquire University of Maryland Health Advantage, Inc. (UM Health Advantage), a Medicare Dual Eligible Special Needs health plan, and University of Maryland Health Partners, Inc., a Medicaid Managed Care Organization.

Trusted Health Plan

In January 2020, CareFirst BlueCross BlueShield announced the acquisition of Trusted Health Plan (District of Columbia), Inc. (THP). Now, THP will be called CareFirst Community Health Plan District of Columbia. More information on this plan is available at <https://www.carefirstchpdc.com/>



CareFirst 
Community Health Plan
Maryland



CareFirst 
Medicare Advantage

ID Cards

University of Maryland Medical System plan members were issued new ID cards with CareFirst branding on February 1st.



Community Health Plan
Maryland

Member Name
JANE DOE
Member ID

Effective Date:
DOB:
Sex:

PCP First Name, Last Name
PCP Group Name
PCP Phone Number

RxBIN:
RxPCN:
RxGroup: Rx4209



Medicare Advantage

Member Name

CareFirst Dual Prime HMO-SNP
CMS-H8854-PBP 002

Member ID Number

Effective Date	01/01/2021
Issuer	80840
PCP	

RxBIN	004336
RxPCN	MEDDADV
RxGRP	Rx8575

Medicare Rx
Prescription Drug Coverage

MEDICARE ADVANTAGE HMO

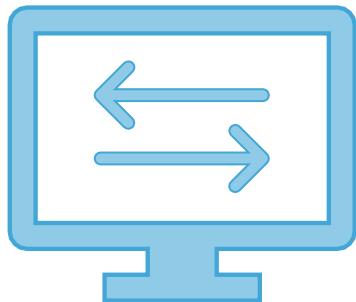
Additional Information



As a provider there will be no changes related to claims, authorizations, customer service or credentialing



University of MD Health plans have new website addresses effective February 1, 2021.



CareFirst BlueCross BlueShield Community Health Plan Maryland
carefirstchpmd.com

CareFirst BlueCross BlueShield Medicare Advantage
carefirst.com/mddsnp

For provider services, please continue contacting the health plan in the following ways:
Provider line at 410-779-9359, 800-730-8543, or email ProviderMD@CareFirst.com

ID Cards

CareFirst CHPDC Cards are issued to DC Healthy Family Program (DCHF) and DC Healthcare Alliance enrollees.



Enrollee Name
JANE DOE
Enrollee ID

CareFirst CHPDC Subscriber ID
D5C

DOB:
Sex:

PCP First Name, Last Name
PCP Group Name
PCP Phone Number

PDP First Name, Last Name
PDP Group Name
PDP Phone Number

RxBin: 610674
RxPCN: ABARCA
RxGroup: THPDC



Hospital or physicians: file claims with local BlueCross and/or BlueShield plan.

CareFirst BlueCross BlueShield Community Health Plan District of Columbia is an independent licensee of the Blue Cross and Blue Shield Association. The Blue Cross® and 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.

www.carefirstchpdc.com
Enrollee Services: M-F 8 a.m.-5:30 p.m. **202-821-1100**
Toll free: **855-326-4831, 711 TTY**
Nurse Advice Line: 24 hours/7 days, **855-872-1852**
Prior Authorizations: **855-326-4831**
Abarca & After-Hour Prescriptions: **866-287-6156**
MTM Transportation Services: **855-824-5693**
Economic Security Administration (ESA): **202-727-5355**

Medical Claims Submission Information
for Local Providers
CareFirst Community Health Plan
District of Columbia
P.O. Box 830796
Birmingham, AL 35283-0786
Electronic Payer ID: L0230

A B A R C A

Pharmacy services provided through ABARCA on behalf of CareFirst BlueCross BlueShield Community Health Plan District of Columbia.

Prior Authorization Requests Added

 **Medical (DC Medicaid)**

Login to DC Medicaid Provider Portal

Start Now 

[Learn more...](#) 

Medical (DC Medicaid)

For DC Medicaid CareFirst Community Health Plan, DC (CHPDC) members only

DC Medicaid Participating Providers
Click Start Now to be transferred to the CareFirst CHPDC Provider Portal Login page

Non-participating or out of area DC Medicaid Providers
Medical Authorization request forms can be found [here](#) by scrolling down to the **Medical Authorizations** section
Having trouble? Contact DC Medicaid Utilization Management Department at 202-821-1132

Close

The '*Start Now*' link will take users to the CHPDC Provider Portal login page to complete a prior authorization request.

CareFirst 
Community Health Plan
District of Columbia

Welcome to the CareFirst CHPDC Provider Portal, a unique online tool for accessing benefit, eligibility, and claims data.



Login

Username

Password

Log In

[Forgot username or password?](#) | [Create an Account](#)

Need a username and password?
[Proceed to our sign up process.](#)

Eligibility Added

Eligibility / Benefits & Claims Status Remittance / NOP Fee Schedules

< Back **Eligibility Summary**

Date of Service 02/26/2021  Update

 TEST, OTHER5	DOB: 03/02/1977 (43 yrs) Female	Member ID:	Primary Language: N/A
Medical 1000	Group DC MEDICAID	Insurance Type Medicaid	 Medicaid Member ID cards are not available online
Dental 1000	Status Active Coverage 08/01/2020 - 12/31/2999	Plan Description CareFirst CHPDC Medicaid	Benefits Benefits for members of CareFirst Community Health Plan are unavailable on CareFirst Direct at this time.
Vision 1000	Relationship to Policy Holder Self	Renewal Month  Contract: N/A Benefit: Every January	Please review the benefits information in the CareFirst Community Health Plan manual .
Pharmacy 1000	more...	Coordination of Benefits No info on file	I would like to
		Primary Care Physician (PCP) No info on file	Prior Auth/Notifications Select One
Disclaimer Unless otherwise required by state law, this notice is not a guarantee of payment. Benefits are subject to all contract limits and			

Providers can verify eligibility for CHPDC members in CareFirst Direct.

Benefits for members of CareFirst Community Health Plan are unavailable at this time. Please review the benefits information in the CareFirst Community Health Plan [manual](#).

NETWORKS

Network Expansion and Change

Our current networks



Participating with CareFirst does not mean you are participating with every network we have available.

Existing Networks

HMO – CareFirst BlueChoice
Participating Provider
Network

PPO – CareFirst Regional
Participating Provider
Network (RPN) and CareFirst
Participating Network

Network Expansion

Blue High Performance
Network (HPN)

BlueSelect Participating
Provider Network

Government Programs

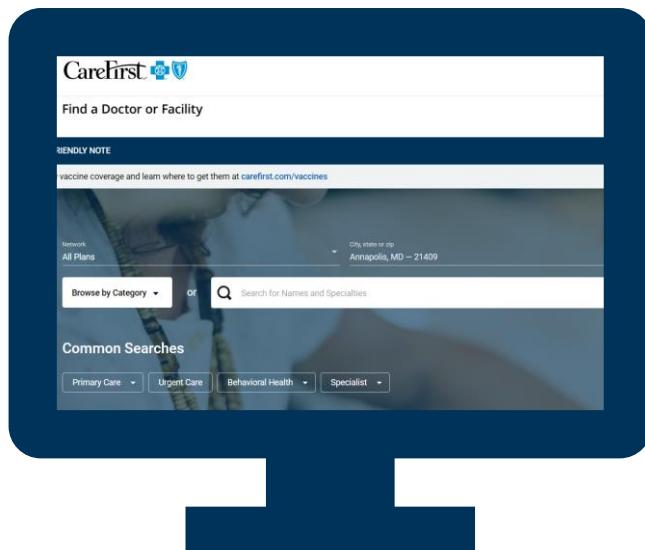
Medicare Advantage HMO
Network

CHPDC Medicaid

CHPMD Medicaid and
Medicare Advantage (MA
DSNP)

Verify your network

- As our networks expand, it is important that you are aware of the networks you are participating with. Your awareness will ensure CareFirst members are informed about any potential network-related out-of-pocket costs.



Participation Agreement(s) and Network Appendices

Find a Doctor Tool



Watch this video to learn how to check your networks using the Find a Doctor tool.

PRE-SERVICE REVIEW

Radiology and Anesthesia Timeliness & Post Acute Placements

Anesthesia

- Entering anesthesia as a secondary CPT code for an authorization that would normally auto approve will cause delay
- The only time anesthesia should be entered on a case is if it is the primary CPT code such as for dental work, typically for children

Example:

Claim for colonoscopy

- The CPT code auto-approves
- Adding a second line for anesthesia causes the authorization to pend
- This causes delays in processing



Timeliness Review of Cases

Submit authorizations:



Prior to Date of Service to allow time for review

Review of requests are prioritized based on regulatory compliance standards:



Turnaround for MD/VA Risk when all clinical information received



Turnaround for other accounts/lines of business

CORONAVIRUS (COVID-19) RESPONSE

New and continuous response to the pandemic

Billing and Submitting Claims for the COVID-19 Vaccine



CareFirst members will pay \$0 for any authorized COVID-19 vaccine. Providers will be reimbursed by CareFirst for administration of a vaccine.



Submit claims for administration of the vaccine using codes:

0001A, 0002A for Pfizer

0011A, 0012A for Moderna

0031A for Johnson & Johnson



The vaccine is paid for by the federal government. Providers should not submit claims for the cost of the vaccine.

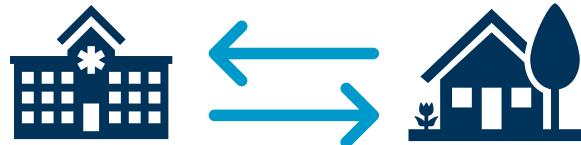


Applies self-insured and fully-insured members



Providers who administer a COVID-19 vaccine for a Medicare Advantage member will need to bill Medicare directly for those costs.

Effective February 1, 2021



- CareFirst will cover remote physiologic monitoring for patients discharged from an inpatient facility or emergency room where a diagnosis of heart failure, chronic hypertension, chronic obstructive pulmonary disease, chronic kidney disease, or COVID-19 is on the claim.
- Remote patient monitoring must be ordered within 60 days of the patient's discharge date or emergency room visit and requires a prescription from either the discharging provider or the patient's primary care or specialty care provider.

Detailed information, including a list of diagnoses covered, is available in our [Medical Policy Reference Manual](#), medical policy number 2.01.084 Remote Patient Monitoring.

Visit www.carefirst.com/bettertogetherpledge

We Pledge To Protect The Health Of Our Communities

1. We will continue to prioritize health and safety.

As community leaders, we have implemented innovative methods to keep our employees safe throughout the pandemic. Now, it is our collective responsibility to play our part in this historic national vaccine effort.

2. We will listen and communicate openly, regularly and with empathy.

By actively listening and thoughtfully discussing the critical role vaccines play, addressing concerns, fears and hesitancy related to being vaccinated, we can help those we are responsible for prepare to take the next step when it is their turn.

3. We will lead by example.

Our individual choices matter. The people we are responsible for appropriately expect each of us to set a good example on important issues. As community leaders, it is our responsibility to do our part, to use our resources for the greater good and to step forward together.

Sign The Pledge By March 31

THIS IS OUR SHOT TO LEAVE COVID BEHIND.

Visit www.carefirst.com/bettertogetherpledge

\$1000 per organization up to \$1 million

- On behalf of each organization signing the pledge by March 31, 2021, CareFirst will contribute \$1,000 (up to \$1M) to directly support the vaccination efforts of several community partners.



Sign the pledge today!

Spread the word!

CAREFIRST UPDATES



9 Years Running!

CareFirst is one of 132 companies worldwide, and one of only four health insurance companies to receive this honor. 2021 marks the ninth consecutive year CareFirst has received this distinctive award.

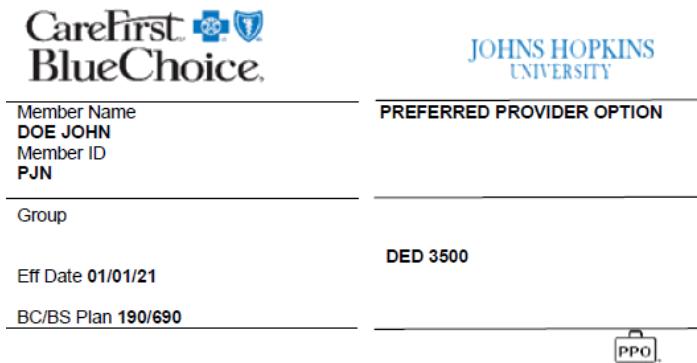
In compiling this year's list, Ethisphere scored nominees in five key categories, including:

- Ethics and compliance program
- Corporate citizenship and responsibility
- Culture of ethics
- Governance
- Leadership and reputation

Effective Jan 1, 2021 – Prefix PJN

- Effective Jan. 1, 2021 JHU members have a new plan. These members are now covered under the BC Advantage with PPO overlay. Under this plan members can go to a PPO provider and receive in-network benefits within the CareFirst service area.
- This also means that members have the flexibility to use PPO lab and radiology providers without the restrictions of the BlueChoice product.

ID Card Example



Effective January 1, 2021

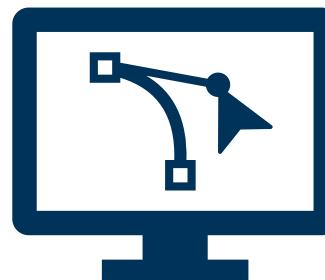
- Prior authorizations for MedStar employer group MHT should now be entered through CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (CareFirst) authorization systems.
- Providers will no longer be directed to contact Evolent Health for medical management activities.

Coming Mid-2021! Commercial/FEP Altruista Authorization Portal

In Mid-2021, a new authorizations portal will be launched and providers will need to submit authorizations for Commercial and FEP members using Altruista Health



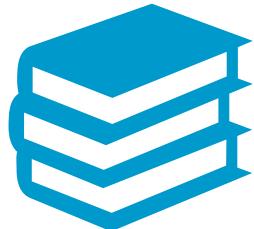
Live Webinars



On-Demand Trainings
and Video Tutorials

Look for more communication on the launch in April and May.

What's coming in 2021?



Expanded on-demand library

- Relaunch of New Provider curriculum
- Altruista Prior Authorizations training
- Additional product training
- BlueCard
- ...and more!



Do you have any questions or suggestions for future training? We want to hear from you!

Email us at providered@carefirst.com with your feedback.



THANK YOU

For more information, contact
YOUR PROVIDER RELATIONS REPRESENTATIVE