Further Upgrades to Employer Portal Enhance User Experience

In August, CareFirst unveiled a cleaner Employer portal with faster searches and smoother navigation at www.employer.carefirst.com.

On October 18th, we released further upgrades to the Employer portal that give your 200+ groups the detailed claims information they need, as well as enhanced reporting capabilities, automatic alerts/notifications and personalized dashboards with data specific to the account.

Here is a quick tour of the improvements:

The five key changes

1. Automatic alerts and notifications
   Also available through email, an alert will be displayed on the Landing Page for easy access.

   Clicking on the particular alert will give accounts the detailed message and access to any accompanying documents

   The automatic alerts and notifications include information on:
   - High-cost claimants
   - Potential high-cost claimants
   - SearchLight reports

   Employers can also request alerts on Invoice availability and Document availability.

2. SearchLight® Reports
   SearchLight is a library of reports that provide your groups with various views of their employees' demographic and illness/wellness patterns, as well as the range of actions being taken to improve cost and quality outcomes for the members.
As the name implies, SearchLight “shines a light” on this data so that your accounts can understand better their own risk, cost and illness/wellness patterns.

- Approximately 60 clips (sections of reports) are available on the Employer website. The clips include information on existing diseases, number of admissions/readmissions, and number of episodes using a high-cost hospital versus a low-cost surgery center.
- Accounts may access their reports from the SearchLight tab in the Employer portal’s mega-menu.
- In addition to the new reports, an upgrade to the data sources supporting the Employer Group Reporting tool occurred on 10/18/13. As a result, any custom ‘views’ or reports that a user has created and saved in their library will no longer show in the library. Users will need to recreate any custom reports and save them as new reports. We will be able to help recreate reports that were previously created with the assistance of CareFirst, if needed. Please contact your Broker Representative to facilitate.

### 3. Personalized Dashboard

“Dashboards” with information specific to the group and its covered employees are available. Dashboard views include interactive information on costs organized by:

- Medical condition
- Benchmarked per member per month costs
- High-cost claimants
- Members likely to become high-cost claimants

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4. Document Center
The document center feature includes access to agreements and contracts related to the account’s coverage with CareFirst.

5. Billing and Settlement Activity
Features of this area of the Employer portal include:
- Weekly and monthly billing invoices for premium, claims and administrative fees charged to Employer accounts.
- Monthly invoices will be available for current months and historical 24 months.
- The invoices are in two formats—Excel and PDF.

NOTE: Accounts cannot pay their bills online on the Employer portal.

Stop by the portal and see all the improvements at www.employer.carefirst.com.

Should you have any questions, please contact your Broker Sales Representative.

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