



# CareFirst Broker Flash

**For Consumer Direct contracted brokers only.**  
**For additional information or supplies, please contact your Broker Sales Representative.**  
**(Not intended for distribution to groups and members)**

Date: May 22, 2017  
Market: Consumer Direct

## Pilot Launch of New CareFirst HUB

Starting May 22, 2017, On Exchange members will have access to CareFirst's new online payment site, the CareFirst Hub, as part of an initial pilot. CareFirst anticipates this new site will be available to ALL members this summer (more details to follow).

The HUB's updated, streamlined design and layout reflect the look and feel of *My Account*. Members now have the ability to pay from a mobile device (smartphone, tablet) while accessing *My Account* through their web browser or the *My Account* mobile app. Same security and password protection as *My Account*.

Features that make the new HUB more intuitive and user friendly include:

- Payment options are easy to use and eliminate the need for unnecessary information
- Payment rejection reasons are displayed to make it easy for the subscriber to complete a payment
- Navigation and invoice layout are enhanced
- New, improved and user-specific messaging (e.g., dates for autodraft and payment due, days left until a payment is due, past due payment alert, partial pay alert)
- Payment breakdown is available and structure is easier to understand
- Current status (pending, processed, reversal, applied, rejected) for each member on the policy, as well as billing frequency, are displayed and color coded

Should you have any questions, please contact your broker sales representative.

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