



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: July 20, 2017

Market: Consumer Direct

Online Bill Payment Site Launching for On and Off Exchange Members

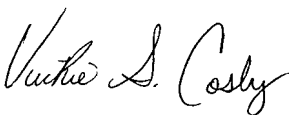
After a successful pilot program with On Exchange members, we are launching the new CareFirst online payment site to include all Consumer Direct members – new, existing, On Exchange, Off Exchange, dental and Medicare Supplement members beginning July 24, 2017.

As you may recall, the site includes a streamlined design and layout which reflects the look 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 CareFirst mobile app. Members will experience the same security and password protection as *My Account*.

User friendly features 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 auto draft 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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