



CareFirst Sales Flash

CareFirst 
Family of health care plans

*For Distribution to Brokers/General Producers/Full-Service Producers Only
(Not intended for distribution to Groups and Members)*

Date: January 22, 2018
Market: All

CareFirst Video Visit Update

Launched in March 2016, CareFirst Video Visit is an on-demand telemedicine service available to all CareFirst members, except members enrolled in a Medicare Supplement plan, as a covered benefit. To date, there have been approximately 3,200 visits completed.

Effective January 15, 2018, the allowed amount for CareFirst Video Visit has been reduced to \$49 (from \$60). This change impacts members in a CDH/HSA product (or other products where deductible must be met first) who will now have a lower out-of-pocket cost for the visit until they meet their deductible. Copays are unaffected by an allowed amount change.

In addition, we realize there have been variations in member cost-share for the Video Visit service, which we've traced to the way our products were originally set-up. Marketing collateral has been updated and can be accessed on the Broker website, under Resources, Group Resources, Member Education, Online Tools and [Video Visit](#).
(**direct link:** <https://employer.carefirst.com/employer/resources/member-education.page?#myModal2>)

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



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