



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)

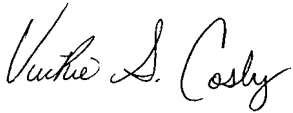
Date: February 23, 2018
Market: Consumer Direct

Recurring Payment Information Not Received

Between November 25, 2017 and January 24, 2018, recurring payment information was not transmitted to CareFirst by our vendor. As a result, the consumer direct private exchange enrollees who selected automatic recurring payments during that timeframe were not enrolled in that service.

Impacted members were mailed the attached letter earlier this month alerting them of the error and advising them to set-up recurring payments in *My Account*.

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



Vickie S. Cosby
Vice President, Consumer Direct Sales, Distribution and Communications



CareFirst Broker Flash

CareFirst 
Family of health care plans

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CareFirst BlueCross BlueShield CareFirst BlueChoice, Inc.
10455 Mill Run Circle
Owings Mills, MD 21117-5559 www.carefirst.com

CareFirst 
Family of health care plans

February 02, 2018

Subscriber ID:
Group Number:

RE: Automatic Payment Setup

Dear Member,

Thank you for selecting a CareFirst BlueCross BlueShield or CareFirst BlueChoice, Inc. (CareFirst) health care plan. Our records show that you elected to pay your premium payments through automatic withdrawal from your bank account and/or credit/debit card at the time of enrollment.

Unfortunately, due to a system error, this request was not completed correctly, and you may not be currently enrolled in our automatic payment service. We regret this error. To check your payment settings and/or to re-elect the automatic payment option, please go to *My Account*.

If you have any questions about how this service works, please call the number on the back of your member ID card or call us at 855-850-0938. For more information, visit us online at www.carefirst.com/paymentoptions.

Sign up to go paperless and receive electronic communications through *My Account*! Detailed benefits, claims and deductible information are available online. Simply visit www.carefirst.com/myaccount and log in with your username and password. If you are new to *My Account*, select *Register Now*. You can also visit www.carefirst.com/myaccount to access all features of *My Account* from your mobile device.

Thank you for the opportunity to serve your health care needs.

Sincerely,

Jeff Ford
Senior Director, Consumer Direct Enrollment and Billing

MBR6996 (02/18)