



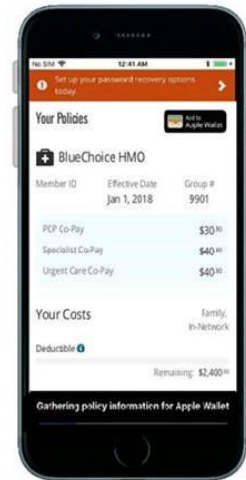
CareFirst Broker Flash

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: March 23, 2018
Market: Consumer Direct

Enhancements to My Account

We've updated *My Account* to improve our member's experience. Enhanced features include Apple Wallet, Explanation of Benefits service and appealing a claim.



Apple Wallet


Members enrolled in *My Account* now have the capability to store and view their member ID card and plan summary details on their iPhone through the Apple Wallet mobile app. Apple Wallet is a repository for users to store a variety of items including store coupons, boarding passes, store cards and credit/debit cards.

Explanation of Benefits (EOB)

Members now have a direct link from their EOB to the claims detail page. Information about a claim carries over to the claims detail page ensuring greater accuracy and speed.

Explanation of Benefits # [REDACTED] [View EOB](#) 

Generated On: Feb 15, 2018

 Medical	Date of Service Feb 7, 2018	Patient [REDACTED]	Provider Skelsey, Maral K.	You Owe \$80.00
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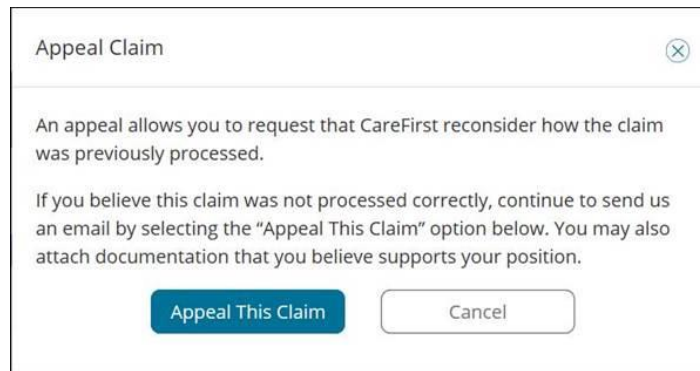


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Appeal a Claim

Members now have a pop up notice which they need to acknowledge before appealing a claim. Once 'Appeal This Claim' has been clicked, the member is taken directly to the claims page where the details are auto populated, simplifying the process for the member and ensuring accuracy for CareFirst.



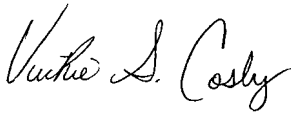
Appeal Claim

An appeal allows you to request that CareFirst reconsider how the claim was previously processed.

If you believe this claim was not processed correctly, continue to send us an email by selecting the "Appeal This Claim" option below. You may also attach documentation that you believe supports your position.

Appeal This Claim Cancel

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



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