



CareFirst Sales Flash

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

Date: March 28, 2018

Market: All

New Binder Payment Process for CareFirst Hub

As part of the ongoing effort to enhance the CareFirst Hub, we are making changes to the current Binder Payment process that will go into effect April 13, 2018.

The *Binder Payment* section was previously located within the *Group Install* flow, and will now be moved behind enrollment. This change will allow the system to accurately calculate the dollar amount due based on the actual enrollment entered.

You will also be able to download a Binder Payment report in an Excel file to review the calculation prior to taking the ACH debit. Or, if necessary, cancel the request to make any necessary adjustments and then regenerate the Binder Payment based on your corrections. This report can then be provided to your group to support the ACH debit. You will also have access to this report after the Binder Payment is processed on the Group's billing home page under *Quick Links*.

Although this option has been moved to a new location, it is still required for new sales in order to process enrollment. The submitted enrollment will be processed in the Hub once the Binder Payment is posted, and temporary member ID cards will be available for viewing in the system. Any enrollment entered after the Binder Payment is taken will be reflected on the first month's bill.

Additionally, the system will now allow numbers and special characters in the *Bank Account Holder* name field. This information will also be saved under the *Bank Information* section, if the autopay feature has been selected.

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