



CareFirst Sales Flash

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

Date: March 28, 2018
Market: Small- or Mid-market groups

Action Required When Moving Renewing Groups to BlueFund Product(s) on the CareFirst Hub

When moving a renewing CareFirst Hub group from **any** product(s) to a BlueFund product, a new BlueFund class will be created. When this occurs, the classes for both the old product(s) and the new BlueFund product(s) will appear on the CareFirst Hub until CareFirst terminates the old/previous plan/product. CareFirst will terminate the previous plan/product within five business days, after the group's membership has been moved to the new BlueFund plan/product.

For example:

Old Plan/Product	New BlueFund Product
Any CareFirst BlueChoice, BluePreferred, HealthyBlue with or without CDH	Any BlueFund plan/product

Please note: Even though the status of the members on the enrollment dashboard displays as "Completed," it is not actually completed. You must move all members from the old plan/product to the new plan/product. This will fully complete the enrollment flow. Once you have finished moving the total active membership to the new plan/product, no further action is needed.

Coming soon: User message and enrollment flow enhancements

CareFirst plans to add a user message (see below) to the CareFirst Hub:

"Your group has been successfully installed on Facets. Some members are still enrolled in old plans/products, which will remain active until these members have been moved into one of the newly installed products via the enrollment flow on the Hub."

CareFirst is working on a correction to resolve the enrollment flow to display all active membership on the enrollment dashboard in a "Not Started" status in this scenario.

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