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: April 17, 2018
Market: Small-mid-market groups

Update to 3-28-18 Sales Flash: See Revisions Below in Red

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

In certain instances, when moving a renewing CareFirst Hub group into an HSA BlueFund product, a new 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 HSA Product
BlueChoice HMO (Non-CDH)	BlueFund HSA BlueChoice HMO product
BlueChoice HMO HSA Compatible	BlueFund HSA BlueChoice HMO 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.