

For brokers, general producers and full-service producers

Not intended for distribution to groups or members

Market: All

Improvements and Additions for *My Account*

Based on member feedback, industry trends and competitive analysis, CareFirst is always improving and adding features and enhancements to *My Account* to deliver the best digital experience possible. In late November, the following items described herein were deployed:

New fingerprint recognition capability for Android Users

CareFirst members using **Android** devices can now quickly and securely log in to *My Account* using fingerprint recognition. Unique to each user, fingerprint recognition technology eliminates the need to enter a username and password when logging in. Instead, with just a touch, users are automatically connected to their personalized plan information.

This same functionality was first deployed for our Apple mobile device users in 2017 – and since then, members with the Apple iPhone X, which offers face recognition, obtained the ability to log in to *My Account* using their phone's Face ID feature.

These continued compatibility enhancements allow our members to move securely and with greater ease as they engage with CareFirst no matter their time or location.

User interface enhancements

To streamline and improve the overall look and feel of *My Account*, subtle cosmetic and formatting enhancements have been implemented. Navigation and pathways have not changed, but some design improvements are noticeable (e.g. *My Profile* is laid out differently, however it includes the same information). The upgraded design is rolling out in phases to members now through early January.

New calendar view for claims

In addition to improvements made to the online Claims experience in June (e.g. simplified timeline, and provider charge and You Owe details), a new Calendar View option is now available making it easier for members to search and retrieve claims by Date of Service. The new calendar view is rolling out in phases to members now through early January.

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