



Broker News and Updates

Keeping you informed on industry matters that impact you!

CareFirst - Premium Deferral

CareFirst has updated their internal systems to accommodate premium deferral requests.

FOR INDIVIDUAL CLIENTS:

Payment Deferral Information (only for members who buy their medical insurance directly from CareFirst-not through an employer)

During this challenging time, CareFirst is committed to ensuring our members have the coverage they need, and their policies are not cancelled for nonpayment of premiums. Individuals who buy their own insurance, and who are experiencing difficulties making their payments, can follow these steps to apply for payment deferral:

- Register or log into [My Account](#), go to the Billing section and click the link for the payment deferral form.
- Complete all the form fields, being sure to select the payment deferral month(s).
- Once your request has been submitted, it will be considered final for the requested period and cannot be modified online.

FOR GROUP CLIENTS:

Payment Deferral Information (only for fully insured groups with CareFirst medical coverage)

During this challenging time, CareFirst is committed to ensuring our employer groups' policies are not cancelled for nonpayment of premiums. Employer groups who are experiencing difficulties making their payments can follow the steps below to apply for payment deferral. Alternatively, you can contact your broker to submit your request.

- To make a premium deferral request, log into the [Employer portal](#), go to the Billing section and click the link for the payment deferral form.
- Complete all the form fields, being sure to select the payment deferral month(s).
- Once your request has been submitted, it will be considered final for the requested period and cannot be modified online.
- Any DC groups on DCHL may contact DCHL to request deferral, but at this time DCHL has not made a formal decision to allow deferral.

M.T. Donahoe & Associates has been providing you a macro on your broker portal to request deferral on behalf of your group clients. We will turn off that utility at noon Monday April 6th and we ask that you instruct your individual and group clients to use the official CareFirst procedures listed above.