

For brokers and producers only

Date: October 15, 2020

Market: Commercial Individual and Group

Updated Commercial Enrollment Contact Information

To improve business efficiency and customer response, the Commercial Enrollment department has streamlined enrollment-related email boxes. Please refer to the chart below to make sure you have the most up-to-date contact information.

| Purpose of email | Email Address | Expected Processing Time |
|--|--|--|
| Day-to-day and retroactive enrollment | CommercialEnrollment@carefirst.com | 2 business days |
| Urgent enrollment requests for immediate care or prescriptions | AISOS@carefirst.com | 2 business hours |
| All account installation requests | sammdai@carefirst.com | Within 24 hours for urgent account installation 1-3 business days for non-urgent account installation |

For more information

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