

For brokers and producers only

Date: December 9, 2021

Markets: Individual, Small Group and 51+

CareFirst Implements New Payment Integrity Activities

The BlueCross BlueShield Association recently mandates CareFirst and all other Blues Plans to implement minimum required payment integrity to protect our members from billing errors and fraud.

This mandate upholds our commitment to transparency and clarity for our members.

To identify and proactively address claims errors, CareFirst will now:

- Review and correct claims errors before billing
- Perform comprehensive reviews and audits
- Coordinate benefits accurately to ensure the correct health plan pays claims when the member has more than one

These payment integrity activities strengthen payment accuracy and ultimately better serve our customers.

CareFirst will email broker accounts information about the mandate and steps we are taking to ensure payment integrity.

For more information

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