

Who to Contact

Field Marketing Organizations (FMO) and General Agencies (GA)

Call the Medicare Agent Sales Support at 833-601-0461. Visit carefirst.com/broker and log in for Medicare training and resources.

Type of Inquiry	Medicare Advantage	Medicare Supplement
Agent Credentialing/Certification including status of: <ul style="list-style-type: none"> ■ Background check e-mails ■ Broker portal provisioning ■ Confirmed Ready to Sell 	Email CareFirst Broker Credentialing & Compliance at BCC@carefirst.com or call Darriona White at 443-738-7989 For Medicare Advantage questions, General Agencies should contact their FMO first	
Product training or Broker Portal access issues	Contact Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@carefirst.com	
Commissions	FMOs: Email CareFirst Broker Compensation team at brokercompensationquestions@carefirst.com . General Agencies should contact their FMO first.	Email CareFirst Broker Compensation team at brokercompensationquestions@carefirst.com .
Sales, product and application questions	Contact your assigned CareFirst broker sales representative	
Agent training requests	Contact your assigned CareFirst broker sales representative	
Orders for marketing materials	Submit your request using the Over 65 Materials Order Form found in the Broker Portal on carefirst.com Maximum quantity for each item is 25. For orders over 25 pieces, please contact Medicare Agent Sales Support Call Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@carefirst.com	
Marketing material translation and non-standard format requests	Call Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@carefirst.com	N/A
Marketing materials/websites/logo usage for CareFirst approval	Call Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@carefirst.com	
Enrollment inquiry (e.g. payment set up, Broker Acknowledgement form questions for Medicare Supplement)	Call Member Services directly at 855-290-5744 (TTY: 711)	Call Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@carefirst.com
Sales or service grievances/complaints	Call Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@carefirst.com	

Type of Inquiry	Medicare Advantage	Medicare Supplement
Billing/Claims or other member inquiries Agent must have member or member's authorized representative on the line with them	Call Member Services directly at 855-290-5744 (TTY: 711)	GAs: Call CareFirst Commercial Broker Service at the designated number provided to your agency Members can call Member Services directly at 800-722-2235
Plan Changes	Complete new application on FMO portal	Complete new application through the Agent iStore or paper Member Change Form can only be used for demographic changes
Event submissions for CareFirst approval	For all prospect sales events, submit your request using the Event Request Form found in the Broker Portal at carefirst.com	N/A
Paper application submissions	Applications must be submitted electronically through the FMO's portal A copy of the paper application must be provided to the FMO If missing information cannot be collected within 48 hours, fax application to CareFirst Enrollment at 855-215-6948	Mail application to: Mail Administrator P.O. Box 14651 Lexington, KY 40512 Or fax to 800-305-1351
Check application status	Self-service through FMO portal Call Member Services directly at 855-290-5744 (TTY: 711)	GAs: Call CareFirst Commercial Broker Service at the designated number provided to your agency Members can call Member Services directly at 800-722-2235

CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. and Group Hospitalization and Medical Services, Inc. CareFirst BlueCross BlueShield Medicare Advantage is the business name of CareFirst Advantage, Inc. CareFirst BlueCross BlueShield Community Health Plan District of Columbia is the business name of Trusted Health Plan (District of Columbia), Inc. In the District of Columbia and Maryland, CareFirst MedPlus is the business name of First Care, Inc. In Virginia, CareFirst MedPlus is the business name of First Care, Inc. of Maryland (used in VA by: First Care, Inc.). CareFirst of Maryland, Inc., Group Hospitalization and Medical Services, Inc., CareFirst Advantage, Inc., Trusted Health Plan (District of Columbia), Inc., CareFirst BlueChoice, Inc., First Care, Inc., and The Dental Network, Inc. are independent licensees of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.