

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	Contact Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@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
<p>Claims or other member inquiries Agent must have member or member's authorized representative on the line with them</p>	<p>Call Member Services directly at 855-290-5744 (TTY: 711)</p>	<p>GAs: Email BrokerServicesTeam@carefirst.com or email your dedicated Commercial Client Relationship Manager aligned with your agency Members can call Member Services directly at 800-722-2235</p>
<p>Billing</p>	<p>Call Member Services directly at 855-290-5744 (TTY: 711)</p>	<p>Call Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@carefirst.com</p>
<p>Plan Changes</p>	<p>Complete new application on FMO portal</p>	<p>Complete new application through the Agent iStore or paper Member Change Form can only be used for demographic changes</p>
<p>Event submissions for CareFirst approval</p>	<p>For all prospect sales events, submit your request using the Event Request Form found in the Broker Portal at carefirst.com</p>	<p>N/A</p>
<p>Paper application submissions</p>	<p>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 Member Services at 855-215-6947</p>	<p>Mail application to: Mail Administrator P.O. Box 14651 Lexington, KY 40512 Or fax to 800-305-1351</p>
<p>Check application status</p>	<p>Self-service through FMO portal Call Member Services directly at 855-290-5744 (TTY: 711)</p>	<p>Call Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@carefirst.com Members can call Member Services directly at 877-746-7515 or 410-998-5843</p>
<p>DSNP Inquiries</p>	<p>DSNPSalesInquiries@carefirst.com</p>	<p>N/A</p>

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