

# Who to Contact

## Writing Agents

Call the Medicare Agent Sales Support at 833-601-0461 or by email at MedicareAgentSalesSupport@carefirst.com. Visit [carefirst.com/broker](https://carefirst.com/broker) and log-in for Medicare training and resources.

Type of Inquiry	Medicare Advantage	Medicare Supplement
<b>Agent Credentialing/Certification including status of:</b> <ul style="list-style-type: none"> <li>■ Background check e-mails</li> <li>■ Broker portal provisioning</li> <li>■ Confirmed Ready to Sell</li> </ul>	Submit inquiry through your General Agency (GA) or Field Marketing Organization (FMO) contact, who will escalate to CareFirst	
Product training or Broker Portal access issues	Contact Medicare Agent Sales Support at 833-601-0461   Email: MedicareAgentSalesSupport@carefirst.com	
Commissions	Submit inquiry through your General Agency (GA) or Field Marketing Organization (FMO) contact, who will escalate to CareFirst	
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 <a href="https://carefirst.com">carefirst.com</a> 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	Submit inquiry through your General Agency (GA) or Field Marketing Organization (FMO) contact, who will escalate to CareFirst	
Event submissions for CareFirst approval	Submit inquiry through your General Agency (GA) or Field Marketing Organization (FMO) contact, who will escalate to CareFirst	
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
<b>Billing/Claims or other member inquiries</b> Agent must have member or member's authorized representative on the line with them	Call Member Services directly at 855-290-5744 (TTY: 711)	Submit inquiry through your General Agency (GA). Members can call Member Services directly at 800-722-2235
<b>Plan Changes</b>	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
<b>Paper application submissions</b>	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	<b>Mail application to:</b> Mail Administrator P.O. Box 14651 Lexington, KY 40512 Or fax to 800-305-1351
<b>Check application status</b>	<b>Self-service through FMO portal</b> Call Enrollment directly at 855-290-5744 (TTY: 711)	Submit inquiry through your General Agency (GA). Members can call Member Services directly at 800-722-2235

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