

Who to Contact

Writing Agents

Type of Inquiry	Individual Medicare Advantage	Medicare Supplement	DualPrime (HMO SNP)
Agent Credentialing/Certification including status of: <ul style="list-style-type: none">▪ Background check e-mails▪ Broker portal provisioning▪ Confirmed Ready to Sell	Submit inquiry through your General Agency (GA) or Field Marketing Organization (FMO) contact, who will escalate to CareFirst		Agent must contact their FMO - Agent receives email from no-reply@cirrussoft.us or contact their FMO
Product training or Broker Portal access issues	Contact Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@carefirst.com		Agent must contact their FMO
Commissions	Submit inquiry through your General Agency (GA) or Field Marketing Organization (FMO) contact, who will escalate to CareFirst		Agent must contact their FMO
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	Order directly from Nations portal.	Submit your request using the Over 65 Materials Order Form found in the Broker Portal on carefirst.com	Order directly from Nations portal or send an email to: MASalesInquiries@carefirst.com
	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	Send an email to: MASalesInquiries@carefirst.com
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		

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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)	Self-service through Nations portal. If questions, call Member Services directly at 855-290-5744 (TTY: 711)	Call Medicare Agent Sales Support at 833-601-0461 Email: MedicareAgentSalesSupport@carefirst.com	Self-service through Nations portal. If questions, send an email to: MASalesInquiries@carefirst.com
Sales or service grievances/complaints	Agent must contact their FMO or GA		
Billing/Claims or other member inquiries	Call Member Services directly at 855-290-5744 (TTY: 711)	Submit inquiry through your General Agency (GA).	Call Member Services at 844-262-1122
Agent must have member or member's authorized representative on the line with them		Members can call Member Services directly at 800-722-2235	
Plan Changes	Complete new application on Nations portal	Complete new application through the Agent iStore or paper Member Change Form can only be used for demographic changes	N/A
Paper application submissions	Applications must be submitted electronically through the Nations portal. A copy of the paper application must be uploaded to Nations portal. If missing information cannot be collected within 48 hours, fax application to CareFirst Member Services at 855-215-6947.	Mail application to: Mail Administrator P.O. Box 14651 Lexington, KY 40512 Or fax to 800-305-1351	Applications must be submitted electronically through the Nations portal A copy of the paper application must be uploaded to Nations portal
Check application status	Self-service through Nations portal Call Member Services directly at 855-290-5744 (TTY: 711)	Submit inquiry through your General Agency (GA). Call Member Services directly at 877-746-7515.	Self-service through Nations portal

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