

For brokers and producers only

Date: March 7, 2019

Market: All

Account and Member Outreach for Coordination of Benefits

CareFirst BlueCross BlueShield (CareFirst) contracts with two vendors for coordination of benefits services:

- The Rawlings Corporation
- Conduent Payment Integrity Solutions (formerly ACS/Xerox)

Coordination of benefits (COB) is a cost-containment provision included in most group and member contracts and is designed to avoid duplicate payment for covered services. COB is applied whenever a member covered under a CareFirst contract is also eligible for health insurance benefits through another insurance company or Medicare.

Rawlings and Conduent mail questionnaires to our employer groups and members throughout the year. The mailings reference CareFirst and ask about other insurance coverage including Medicare. If a reply is not received, there are also follow-up mailings. Contact information for each vendor is included in the letter and any questions are directed to these vendors.

Should you receive any questions about the validity of these vendors, they are contracted with CareFirst for coordination of benefits services.

For more information

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