

For brokers and producers only

Date: June 13, 2019

Market: All

Authorization Forms Required to Access Member Information

Due to CareFirst BlueCross BlueShield's privacy policies, all brokers must have written authorization from members before requesting personal information on their behalf. This includes requests for:

- Information pertaining to an existing appeal
- Detailed claims information or copies of explanation of benefits

Brokers must submit the most recent version of the [Authorization form](#) which can be found on the [broker portal](#). Scroll to the bottom of the page to download the most recent version:



Request for Member Information

New CareFirst Privacy Policies require that all brokers have written authorization from members before requesting personal information on their behalf.

[CareFirst Authorization Form and Instructions](#)

Instructions for submission are noted on the form and include:

- Email: privacy.office@carefirst.com
- Fax: 410-505-6692
- Mail: CareFirst BlueCross BlueShield, Privacy Office, PO Box 14858, Lexington, KY 40512

Following your submission:

- The form can take at least five (5) business days to process once it is received. An automated message is sent to the receiver acknowledging receipt of any document submitted via email.
- If there is anything missing from the form, it is marked as invalid and notification will go to the member directly.
- If the form is approved, it will be approved for a maximum of one year.
- The *CareFirst Authorization Form for Information Release* includes language that automatically revokes any previously received *Authorization Form for Information Release* as an added protection for our members.

For more information

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