

For brokers and producers only

Date: June 27, 2019

Market: **Groups and Brokers**

Deactivating Portal Access for Accounts Not Used within 365 Days

Starting July 15, 2019, CareFirst BlueCross BlueShield (CareFirst) will implement increased security measures for all employer and broker portal user accounts. Any registered user who has not accessed their online account in the prior 365 days will have their portal account disabled. This process will occur on the 15th of each month for all accounts not accessed in the previous 365 days.

Should a user attempt to log in after their account has been disabled, a pop-up message will display noting who to contact to reactivate the account. If the user does not reactivate the account within 180 days, the online portal account will be terminated. The user would then need to register as a new user to request portal access.

This change is being made to improve data security from cyberattack and other threats by reducing the risk potential with inactive accounts.

For help accessing a disabled account:

- Employers should use the following contact information:
 - 1-199 employer groups should call 877-556-8947 or email SBUPortalSupport@carefirst.com.
 - 200+ employer groups should contact their CareFirst account executive.
- Brokers should call 877-556-8947 or email SBUPortalSupport@carefirst.com.

For more information

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