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CareFirst Recontracting with Agencies: Update

CareFirst wishes to remind all agencies and sole proprietors to complete, sign, and return their new 2018 Agent Agreement via DocuSign by December 31, 2017.

CareFirst has recorded a Webinar to walk you through the DocuSign process and answer some frequently asked questions. **Link:** <https://healthconnections.webex.com/healthconnections/lsr.php?RCID=37762b10bdf87aa11f314e268aeb8d41> (You will be prompted to download WebEx's plug-in tool. After installing the plug-in, you will be able to view the Webinar.)

If you have already contracted and completed the DocuSign process:

- Provided you have submitted all required documentation, your new agreement will be effective with CareFirst on February 1, 2018.
- The CareFirst Broker Contracting and Compliance (BCC) department will be reviewing each agreement and will send the completed DocuSign Agreement back to you with a countersigned contract and a completed Agent Roster that will confirm the appointments.
- The BCC department will contact you if additional information is needed.
- As CareFirst is re-contracting thousands of brokers, follow up by the BCC department may take some time (possibly several weeks) during this extremely busy season.

If you have not completed your DocuSign agreement:

- Please submit your contract and credentialing information via DocuSign by December 31, 2017, to give CareFirst time to process your contract and credentials by February 1, 2018, the effective date of the new contract.



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- Returning your information by December 31, 2017 will ensure that there is no interruption to your commissions.
- **If you do not return the new contract and required documentation, this email will serve as legal notice that your contract with CareFirst will expire January 31, 2018.**

Helpful tips to get started:

- Please refer to the [Frequently Asked Questions](#). The answers to these questions will assist you in completing the contracting process more smoothly and reduce errors.
- If you cannot locate your agreement: Doublecheck your inbox and spam folder for an email using “CareFirst” or “DocuSign” in the search box. If you still cannot locate the DocuSign agreement, please send an email to bcc@carefirst.com requesting that a new agreement be sent to you. In the subject line add “Need New Agreement.”
- If you work for an Agency and are not the primary decision maker for your organization, you need to forward this contract to the appropriate contact as follows: Within DocuSign please select “Other Actions” -> “Assign to Someone Else” -> and forward to the appropriate contact.
- Refer to the CareFirst webinar link for a step-by-step tutorial of time-saving instructions to electronically recontract: <https://healthconnections.webex.com/healthconnections/lsr.php?RCID=37762b10bdf87aa11f314e268aeb8d41>
- Should you have additional questions, please inquire at bcc@carefirst.com.

Finally, what happens if you are not credentialed by February 1, 2018:

- Your current contract will expire January 31, 2018, and you may not sell CareFirst business.
- If, for any reason, you are credentialed after February 1, 2018, your commissions will be discontinued during that period of time and your effective



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date will become the 1st of the following month you are notified of becoming credentialed.