
CareFirst CHPDC Upgrades Prior Authorization Notification Process for Behavioral Health Providers; Go-Live on 2/1/23

CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CareFirst CHPDC) has implemented a prior authorization (PA) notification process changing the way providers submit Behavioral Health prior authorizations/notifications for CareFirst CHPDC enrollees. Providers can now enter their own authorizations using an online system.

The new prior authorization process will go live for behavioral health providers on February 1, 2023, and will offer easy-to-read dashboards, streamlined auto-approval capabilities, a user-friendly interface and electronic communication with CareFirst CHPDC clinical staff.

What Does This Mean for You?

- The process for entering authorizations will change beginning on February 1, 2023. You will now enter authorizations using the online system.
- The new system is integrated within and accessible through the [CareFirst Provider Portal](#) (CareFirst Direct).
- Before submitting behavioral health prior authorizations/notifications for CareFirst CHPDC enrollees through the online system, you must set up an account.

Note: The former process for submitting PA requests will no longer be valid after January 31, 2023, therefore it is critical that you act now to create an account.

- You will access the Healthx Provider Portal to view patient's eligibility status and benefit information, verify patient's claims, download forms, update provider demographics, credentialing updates and to view the provider manual.

What Training is Available?

- CareFirst CHPDC will be conducting live webinars to assist you in learning the new process for entering prior authorizations/notifications for CareFirst CHPDC enrollees. On-demand training is also available using the links below:
 - Live webinars (hosted using Microsoft Teams) will begin on January 17 and will be offered several times a week. Click [here](#) to register for an upcoming webinar. You only need to attend one session.



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- A 24/7 on-demand training course introducing the new CareFirst prior authorization/notification system can be found [here](#).
- Other on-demand training on authorizations and other topics is also available [here](#).
- Newly contracted providers must also complete the [CareFirst CHPDC Provider Orientation](#) course within 30 days of credentialing. That course is linked [here](#).



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