

# My Account

[www.carefirst.com/myaccount](http://www.carefirst.com/myaccount)



**M**y Account gives you information about your health insurance online, so you have access to important information whenever you need it.

## Getting Started

### • Registering for My Account

Registering for My Account is easy. You'll just need some information from

your member ID card. First, login to [www.carefirst.com/myaccount](http://www.carefirst.com/myaccount), then click on "First Time User – Register Now" and, you can set up your User ID and Password.

We verify your information automatically and create your account right away. You'll receive an e-mail confirmation.

*(Note: Depending on your e-mail system, you may need to add CareFirst to your "Friends" list, or check your Bulk folder.)*

### • Logging In

Your User ID and Password are all you need to log in to My Account. Be sure to keep these private, so no one else has access to your health insurance information. You can update your password or e-mail address at any time.

**Security Tip: Our staff will NEVER ask you for your password.**

### • Welcome Page

Once logged in, from the welcome page you can access all the features of My Account, such as Who's Covered, What's Covered, Claims and Out-of-Pocket Costs.

## Features of My Account

### • Who's Covered

Tells you who's covered on your policy and the effective date of your current coverage. The termination date is shown for inactive members.

### • What's Covered

Shows the deductible and coinsurance/copayment for your health plan, along with specific coverage for the most frequently used benefits.

### • Claims

Lets you review up to three years of medical claims. You can see total charges, benefits paid and your cost for the time period you select. Claims can be searched by selecting a 3, 6, 9 or 12-month period, or by entering a specific date range. Details of the claims are available by clicking on the date of service.

### • Out-of-Pocket Costs

Lets you see the amount already paid toward your deductible(s) and out-of-pocket maximums..

## Security

You can contact Member Services by secure e-mail. All pages of My Account are secure—this means that sensitive information is encrypted and is unreadable as it travels over the Internet. You'll select your own User ID and Password, which you can change at any time. And, to protect your privacy, you will be logged out automatically after 15 minutes of inactivity.

## How to Contact Us

If you have any trouble using My Account, please click on the "Contact Us" link at the top of the screen, contact our Technical Support staff at (877) 526-8390 or e-mail us at [Myaccount.technicalsupport@carefirst.com](mailto:Myaccount.technicalsupport@carefirst.com).

If you have questions about the information you find in My Account, please contact Customer Service at the phone number on your member ID card.