

HOW TO LOCATE A CAREFIRST NETWORK PROVIDER (CAREFIRST PPO OR CAREFIRST NETWORK ONLY PLANS)

GENERAL INFORMATION

This procedure outlines the steps to locate a CareFirst PPO network provider. It is important to keep the following information in mind:

- The easiest method of locating a network provider is through the Internet. You can access the CareFirst network provider directory through links on www.ncas.com, www.amhic.com, or directly to CareFirst at www.carefirst.com. Instructions for navigating all 3 sites are included below. It is important to remember that AMHIC uses the **Preferred Provider Organization (PPN/PPO)** network.
- You can call NCAS at 1-800-434-3024 and ask the representative to assist you in locating a network provider online. Keep in mind that the NCAS service representative will be going through the same online CareFirst directory that you can access directly.
- You can call CareFirst at the number printed on the back of the ID card (800-235-5160). However, the CareFirst representatives do not have access to your eligibility, ID number, or SSN and they may not automatically recognize the AMHIC group name. If calling CareFirst, it is important to follow the instructions below and identify to the customer service representative that your claims are administered by NCAS and your **group prefix** is "**A11**". This will help ensure that the customer service representative is accessing the correct network when looking for a participating provider.
- As always, once you have selected a provider, it is advisable to check with the provider's office staff to verify their participation in the CareFirst PPN/PPO network.

LOCATING A CAREFIRST PROVIDER THROUGH www.ncas.com

The easiest method to find a network provider is through the Internet. You can go through the NCAS website as follows:

1. Go to www.ncas.com
2. Click on "**For Members**" on the left-hand side of the screen.
3. Click on "**NCAS Online Self Service**" on the next screen.
4. Enter your User ID and Password on the next screen and click the "**LOGIN**" button.
5. Select "**View Online Links**" on the next screen.
6. Click on "**CareFirst – Choose the Maryland/DC Area Networks Only**". (NOTE: You will likely see a screen appear briefly with the message "This Session has Timed Out. Redirecting to Home Page. Please Wait..." The CareFirst Provider Directory home page will then appear.)
7. Select either "**Medical (Including Primary Care, Specialists and Mental Health)**" for a physician search or "**Facilities (Hospitals, Labs, Urgent Care, X-ray, Medical Supplies, etc.)**" for a facility search and hit enter.
8. On the next screen, select the "**Preferred Provider Option (PPN/PPO)**" option and click on the "**Locate a Provider**" button.

9. On the next screen, you can select either the **"Maryland Preferred Provider Network (PPN/PPO)"** or the **"DC - BluePreferred /Select Preferred Providers (PPO)"** button and click on **"Continue"**.
10. Follow the instructions on the screen to narrow your search by provider type, location/distance, language, etc.

LOCATING A CAREFIRST PROVIDER THROUGH www.AHMIC.com:

1. Go to www.amhic.com.
2. Click on the **"Overview of Plans"** link.
3. Click on the **"Network Directory"** link.
4. Click on the link under **"CareFirst Directory"**. (NOTE: You will likely see a screen appear briefly with the message "This Session has Timed Out. Redirecting to Home Page. Please Wait..." The CareFirst Provider Directory home page will then appear.)
5. Select either **"Medical (Including Primary Care, Specialists and Mental Health)"** for a physician search or **"Facilities (Hospitals, Labs, Urgent Care, X-ray, Medical Supplies, etc.)"** for a facility search and hit enter.
6. On the next screen, select the **"Preferred Provider Option (PPN/PPO)"** option and click on the **"Locate a Provider"** button.
7. On the next screen, you can select either the **"Maryland Preferred Provider Network (PPN/PPO)"** or the **"DC - BluePreferred /Select Preferred Providers (PPO)"** button and click on **"Continue"**.
8. Follow the instructions on the screen to narrow your search by provider type, location/distance, language, etc.

LOCATING A CAREFIRST PROVIDER THROUGH www.CAREFIRST.com:

1. Go to www.carefirst.com.
2. Select the **"Find a Doctor"** link in the "Solution Center" section on the left side of the screen.
3. Select either **"Medical (Including Primary Care, Specialists and Mental Health)"** for a physician search or **"Facilities (Hospitals, Labs, Urgent Care, X-ray, Medical Supplies, etc.)"** for a facility search and hit enter.
4. On the next screen, select the **"Preferred Provider Option (PPN/PPO)"** option and click on the **"Locate a Provider"** button.
5. On the next screen, you can select either the **"Maryland Preferred Provider Network (PPN/PPO)"** or the **"DC - BluePreferred /Select Preferred Providers (PPO)"** button and click on **"Continue"**.
6. Follow the instructions on the screen to narrow your search by provider type, location/distance, language, etc.

LOCATING A CAREFIRST PROVIDER BY CALLING NCAS:

1. Call 1-800-434-3024.
2. Select 5 for Spanish. Otherwise, select "1" on the telephone keypad.



3. When transferred to a representative, notify him/her that you are seeking assistance in finding a participating provider in the CareFirst PPN/PPO network.
4. The service representative will access the CareFirst directory via the Internet.

LOCATING A CAREFIRST PROVIDER BY CALLING CAREFIRST:

1. Call 1-800-235-5160.
2. Select #5 for Spanish, otherwise select #2.
3. When the system prompts for your member identification number, hit 0#. You will get a message saying "invalid entry" – hit 0# again. You will get a message saying "You seem to be having difficulty using the system. Hit 1 to try again or 0 to speak with a representative." Select 0 again.
4. Select 1 for medical.
5. When connected to a representative, inform him/her that you are looking for a PPN/PPO provider, ***your claims are administered by NCAS and your group prefix is A11.***
6. The representative should be able to help you select a provider.