

# My Account

## Online Access to Your Claims

View real-time information on your claims and out-of-pocket costs online, whenever you need to with My Account. Simply log on to [www.carefirst.com/myaccount](http://www.carefirst.com/myaccount) for real-time information about your plan.

### Features of My Account

- Find out who's covered on your policy and the effective date of your coverage.
- Check your deductible and out-of-pocket costs for your current and previous plan year.
- Review up to one year of medical claims – total charges, benefits paid, and costs for a specific date range.

### Your Security

Your log-in information is completely secure. Select your own User ID and Password, which you can change at any time. Our staff will never ask you for your password and to protect your security you'll be logged out automatically after 15 minutes of inactivity.

### Go Green

You can help control rising health care costs, while protecting the environment, by switching to paperless communications through My Account.

- Convenient – view and print information about your health plan when you need it
- Responsible – take advantage of an environmentally friendly way to reduce paper use
- Cost Effective – receive emails, instead of paper notices, from CareFirst
- Secure – access information only after logging in with your password

### Signing Up is Easy

Visit [www.carefirst.com/myaccount](http://www.carefirst.com/myaccount), click on “Register Now” and set up your User ID and Password. You'll just need information from your member ID card.

### Additional Tools

Depending on your specific health plan, you may have access to the following services through My Account:

- Select a drug and the prescribed dosage to find out the exact dollar amount you'll pay at a particular pharmacy.
- View a side-by-side comparison of costs at local pharmacies.
- Find out potential savings of a generic drug.
- Email a nurse and receive a secure, online response within 24 hours.
- Plan for surgeries and other procedures by comparing outcomes and other quality measures for nearby hospitals.
- Download claim forms.
- Request replacement ID card.



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