

Quick Reference Guide



Important Contact Information

Department Name	Phone Number	Fax Number	Email Address
Provider Services	410-779-9359 or 800-730-8543	410-779-9389	ProviderMD@CareFirst.com
Health Services Utilization Management	410-779-9359 or 800-730-8543	410-779-9336 443-552-7407 443-552-7408	CHPMDHealthServices@CareFirst.com
Case Management	410-779-9359 or 800-730-8543	410-840-7483	CHPMDHealthServices@CareFirst.com
Disease Management	844-898-9213	N/A	
Pharmacy Authorizations	Call CVS/Caremark at 877-418-4133 for PA (Prior Authorization), QL (Quantity Limit), or ST (Step Therapy) review, or Non Formulary Exceptions		
Mental Health/HIV Pharmacy Authorizations	Call the State of Maryland's Specialty Mental Health System at 800-932-3918 or the Anti-Psychotic Peer Review Line for Children 0-9 years old at 855-283-0876.		
Routine Vision Services: Superior Vision	800-879-6901	N/A	
Dental Services: Adult - Dentaquest	800-341-8478	N/A	
Dental Services: Children - Scion Dental, Inc.	844-275-8753	N/A	
State of Maryland EVS	866-710-1447	N/A	
Newborn Coordinator	410-779-9371	410-840-7483	N/A
Special Needs	410-779-9371	410-840-7483	N/A
24/7 Nurse Hotline	844-685-8379	N/A	
Quality Improvement HEDIS Health Education Services	410-779-9359 or 800-730-8543	410-779-3957	qualityMD@CareFirst.com

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