

CFA Portal Transition: Frequently Asked Questions for Members

Updated February 2026

What is changing?

CareFirst Administrators' (CFA) administrative platform for enrollment, claims and billing will be upgraded to a new platform.

What new features will be available to members as part of the portal upgrades?

Once logged in, the experience will include a new look and feel, new features, enhanced self-service tools and added language translation functionality. This migration will also allow for better customer service with expanded hours, including multilingual member service representatives. CFA will also introduce a multilingual mobile app as part of these upgrades.

Another key change to take note of is that Explanation of Benefits (EOB) documents in the new portal will provide a greater level of personal health information (PHI) and could include specific details about diagnoses, exam findings, procedures performed and more. For this reason, it's important to know that all dependents over the age of 12 will need to set up their own accounts on the portal and – if they choose to – provide consent for the policy holder to view their EOB documents. The policy holder will be able to view EOBs for any dependent under age 12 without issue.

Why do my dependents need to give consent for me to view their EOBs?

Under the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule, parents are not automatically entitled to PHI about their minor children (under age 18) who are allowed under state law to consent to certain healthcare treatments and services without parental approval. This means that we cannot provide you with information about diagnoses, treatments or procedures for which they gave consent.

How can my dependents provide consent for me to view their EOBs and other information?

The new platform makes it easy for dependents to grant access. After setting up their personal account on the portal, they simply need to go to the Account dropdown, choose "Family Access" and select the toggle buttons to provide their consent. Once they've completed that step in their portal account, you'll be able to view their EOBs in yours.

When is the platform changing?

Transition to the new CFA platform will occur in phases beginning with the first set of groups and members on October 1, 2025. To determine your date of transition, contact your HR team or benefits administrator.

How will members access the new portal?

To access the new CFA portal, visit portal.cfablue.com.

Please note: The new portal will include all claims submitted after the transition. To view older claims, you will need to log in to the legacy platform at cfablue.com.

Will members have to re-register for the new portal?

Yes. Members will be required to register for the new portal – including:

- Creating a username and password
- Selecting security questions and answers
- Making communication preferences
- Adding contact information

Will members receive a new ID card?

Yes. Members will receive a new member ID card that includes a new member service phone number, updated member service hours (8 a.m. to 10 p.m. EST) and updated claims mailing address on the back of the card.

What is the new CFA member service phone number?

Members can find the new Member Service phone number on the back of their new member ID card.

Is the CFA network changing?

No. Members will continue to have access to the same large, national network of providers and facilities.

Are member benefits changing as a result of this upgrade?

No. There will be no changes to benefits and coverage because of this portal upgrade.

Is assistance available for members having trouble logging in or using the new portal?

Yes. Members should call Member Service at the number on the back of their member ID card or send an email to QuestionsandSupport@CFABluecom.com.