

# Blue Impressions [STAY CONNECTED]

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## Dental GRID+ and Dental GRID

Effective March 1, 2012, CareFirst will participate with other Blue Cross Blue Shield plans nationwide in a program called Dental GRID+ and Dental GRID. Dental GRID+ and Dental GRID will enable patients to see in-network providers outside of their participating Blue Cross® and Blue Shield® plans' service area.

Participating CareFirst Regional Dental providers will be listed in the national Dental GRID+ and Dental GRID directory. Participating providers will be required to submit claims directly to the member's plan. Providers will also be paid directly from the member's plan.

If you have questions regarding Dental GRID+ and Dental GRID, please contact the appropriate Dental Provider Relations Specialist for your area. Find your Dental Provider Relations Specialist [here](#).

### Frequently Asked Questions

**Q: What is Dental GRID+ and Dental GRID?**

A: More than 30 Blue Cross and Blue Shield plans nationwide have developed a new program that enables members to see participating dental providers outside of their service area. Participating providers are paid at their local-plan reimbursement levels. We call this program the national Dental GRID+ and Dental GRID.

**Q: What is the difference between Dental GRID+ and Dental GRID?**

A: Dental GRID+ offers members a broad-based network for maximum access while Dental GRID provides deeper discounts for more significant savings.

**Q: What does this mean for CareFirst network providers?**

A: Participating CareFirst providers will begin to see members who have Blue Cross and Blue Shield dental coverage based in other states. You will now be considered "in-network" for those members.

**Q: How will I recognize a Dental GRID+ or Dental GRID member?**

A: On either the front or back of the member's ID card, you

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## CLAIMS AND BILLING

### Benefit Waiting Periods

Please be aware that dental providers may begin to see members whose dental coverage requires a 12 month benefit waiting period for classes III, IV and V. It is important to contact the appropriate Provider Service area to verify eligibility and benefits. View the [Dental Claims and Service Reference Guide](#) or login to [CareFirst Direct](#).

### Pre-Treatment Estimates

On Jan. 1, 2012, CareFirst began offering **pre-treatment estimates** based on prospective review of clinical documentation for services listed on the [Dental Reference Guide for Required Attachments](#). **You must use the new Estimate of Eligible Benefits (EEB) form to report previously approved services** by completing the date of service and the provider signature fields. Please do not submit a new American Dental Association claim form, for this may cause incorrect processing, rejections and/or claim delays.

Please see [article](#) in the Fall 2011 issue of *BlueImpressions*.

### Dental GRID+ and Dental GRID Frequently Asked Questions

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should see the word "GRID+" or "GRID," along with a Customer/ Provider Service telephone number to contact for eligibility and benefit questions.

Initially, Blue Cross and Blue Shield plans may not immediately update their member ID cards to add the word "GRID+" or "GRID." The change will take place upon renewal of the group. Therefore, providers are encouraged to verify coverage prior to rendering treatment by contacting the appropriate service area shown on the member's ID card.

If a member states they have the GRID+ or GRID network, but it is not yet listed on their ID card, please contact the Customer/ Provider Service phone number on the card for assistance in verifying eligibility.

**Q: Where do providers send claims for Dental GRID+ and Dental GRID?**

A: Claims for out-of-area members should be submitted to the member's participating plan. The claims address will be listed on the member's ID card. Claims are paid by the Blue Cross and Blue Shield plan where the member's group is located.

**Q: Who do I contact with questions?**

A: Providers may contact the appropriate Dental Provider Relations Specialist for their area.



## WHAT'S HAPPENING



## Nation's Capital Dental Meeting

Attend the 2012 Nation's Capital Dental Meeting to hear many internationally recognized lecturers. The conference will be held at the Washington Convention Center

from March 29 to 31, 2012. Stop by the CareFirst booth and meet with your dedicated Dental Provider Relations Specialist and receive a free gift!

## Dental Provider Networks Re-Credentialing

Dental Providers may begin to receive requests from [VerifPoint](#) asking for updated practitioner information as part of re-credentialing efforts. VerifPoint has been selected by CareFirst to collect, verify and organize data used to identify the status of dental care providers in our network.

Please submit the requested information as requested within the identified time frame to ensure compliance with the provider contract. Only providers who receive requests from VerifPoint must submit updated information.

Please contact Dental Provider Credentialing and Contracting at 443-921-0676 with any questions.

## Dental Advisory Committee (DAC)

A presentation regarding use and apparent misuse of mini-implants supporting crowns and bridges were discussed at the Dental Advisory Committee meeting on Jan. 11, 2012. Other topics discussed included the 2012 fee schedule and the relevance of Maryland SB705 (October 2011) and VA Bill HB1263 (2010) to dental practices.

Dr. Amit Khanna, DMD of California, Md., was accepted as a new member of the committee. Other DAC members include: Robert Laurenzano, DMD; Stephen Dargan, DDS; Audley Diamond, DDS; Allen Dworkin, DDS; Michael Exler, DDS; Willaim Leboe, DDS; Barbara Lesco, DDS; Harold Mendelson, DDS; Stuart Zaller, DDS; and Deborah Caruso, DDS.

The next meeting is scheduled for April.

## Mission of Mercy

The Mission of Mercy Dental Event in southern Maryland needs your time and talent. The event, from 6 a.m. to 6 p.m. on June 22 and June 23, offers a free dental clinic at Chopticon High School in Morganza, Md. Organizers plan to treat more than 800 underserved patients during the event.

To learn more, access the [event's website](#) or email [southernmdmom@gmail.com](mailto:southernmdmom@gmail.com).



## Attention Dental Providers!

### Register for CareFirst Direct by April 30, 2012 and Receive a FREE Gift!\*

[CareFirst Direct](#) is an online tool that allows registered users to quickly obtain information regarding claim status and patient eligibility and benefits, including limitations and coinsurance.

All information is provided in real time and is the same information available when speaking to a service representative. [CareFirst Direct](#) is free, quick and easy, and provides a printable copy of the information for your records.

To sign up, visit [www.carefirst.com](http://www.carefirst.com) > Providers & Physicians > and then Register Now.

*\*This promotion applies to new registrations only.*

## CODING CORNER

**D4210 / D4211****Gingivectomy/Gingivoplasty**

This procedure is performed to eliminate suprabony pockets after adequate preparation, allow access for restorative procedures, to restore normal gingival architecture or to enhance gingival appearance. These procedures often are medically necessary. When medically necessary, this benefit is available once in a five-year period.

**D4249 Crown Lengthening**

This procedure is required to expose sufficient tooth structure for restorative/prosthetic procedures when there is little or no tooth structure exposed to the oral environment, allowing for sufficient biologic width. The procedure requires flap reflection and the removal and/or re-contouring of healthy bone. In cases where periodontal disease is present in the procedure area, D4249 should not be used; instead an appropriate periodontal surgery code, i.e. D4261, should be submitted.

**D4263 Bone replacement graft – first site in quadrant****D4264 Bone replacement graft – each additional site in quadrant**

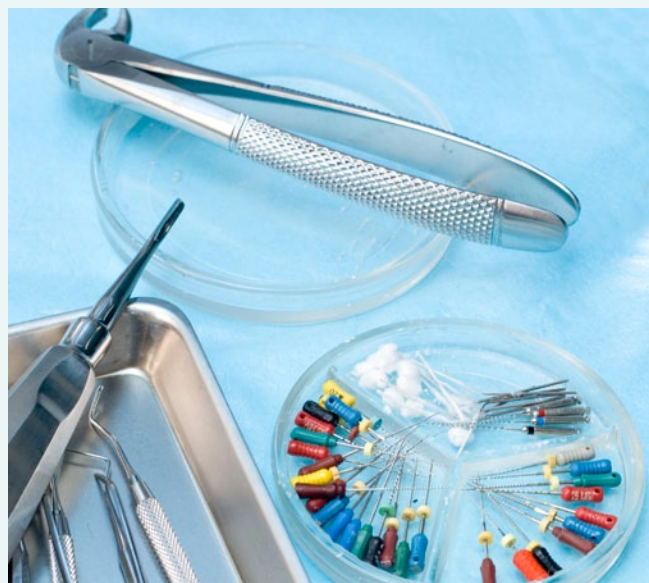
These procedures involve the use of osseous autografts, allografts or non-osseous grafts to encourage periodontal regeneration. This procedure is often, but not always, performed in conjunction with osseous surgery and implant placement. D4263 is often incorrectly used to report grafting an extraction site. D7953 is the correct code for grafting an extraction site. When submitting a claim or pre-treatment estimate for a member covered under a CareFirst Traditional or Preferred (PPO) dental product, please include good quality, diagnostic bitewings and periodontal charting. Photos or narrative may be helpful in detailing the clinical situation.

**D4341 – D4342**

Please refer to the [Winter 2011 BlueImpressions](#) issue, page 4. CareFirst provides benefits for scaling and root planing once every 24 months, when medically necessary.

**D4910 Periodontal maintenance**

This procedure follows definitive periodontal therapy (i.e. D4210, D4341, D4260) and continues at varying intervals. It includes removal of plaque and calculus from supra- and subgingival tooth surfaces, scaling and root planing and polishing. CareFirst will allow periodontal maintenance alternating with adult prophylaxis on a 3/6 month basis when preceded by definitive periodontal therapy. Benefit is available twice per benefit year, however not within six weeks of any definitive periodontal procedure. Please provide periodontal history and periodontal charting for new CareFirst members who may not have a periodontal claim history on file.

**How Are We Doing?**

How does *BlueImpressions* help you do your job? Let us know how *BlueImpressions* has made an impact on the way that you do business with CareFirst. Let us know what you think – what we're doing right and we could do better.

Our goal is to provide you with the best articles possible and your feedback is vital. Email your comments to [newsletter.editor@carefirst.com](mailto:newsletter.editor@carefirst.com)

**Stay Connected – Don't Get left Behind**

Want to receive dental updates by email? Register at [www.carefirst.com/stayconnected](http://www.carefirst.com/stayconnected)

## DENTAL CLAIMS AND SERVICE REFERENCE GUIDE

How to Identify the Product on the ID Card	Where to Send Claims	Where to Send Correspondence	What Provider Number to Use	What Number to Call
<b>Regional Traditional Dental Plan</b> Indicator – <b>DT</b>	Mail Administrator P.O. Box 14115 Lexington, Ky. 40512-4115	Mail Administrator P.O. Box 14114 Lexington, Ky. 40512-4114	12-digit Dental Provider Number	866-891-2804
<b>Regional PPO Dental Plan</b> Indicator – <b>DP</b>				
<b>Regional Individual Select Preferred Dental Plan</b> Indicator – <b>DS</b>	Mail Administrator P.O. Box 14118 Lexington, Ky. 40512-4118	Mail Administrator P.O. Box 14118 Lexington, Ky. 40512-4118	12-digit Dental Provider Number	410-847-9060 or 888-833-8464
<b>Dental HMO (The Dental Network)</b> Indicator – <b>DH</b>	Mail Administrator P.O. Box 14118 Lexington, Ky. 40512-4118	Mail Administrator P.O. Box 14118 Lexington, Ky. 40512-4118	4-digit TDN site number	410-847-9060 or 888-833-8464
<b>Discount Dental</b> Indicator – CareFirst <b>BlueChoice logo on ID Card with no dental indicator</b>				
<b>National Accounts (NASCO)</b> Indicator – <b>Dental</b>	Mail Administrator P.O. Box 14115 Lexington, Ky. 40512-4115	Mail Administrator P.O. Box 14115 Lexington, Ky. 40512-4115	12-digit Dental Provider Number	877-228-7268
<b>National Claims Administrative Services (NCAS)</b> Indicator – <b>Plan type listed</b>	P.O. Box 981610 El Paso, Tx. 79998	P.O. Box 981610 El Paso, Tx. 79998	Tax ID number	866-219-9292
<b>CareFirst Administrators (CFA)</b> Indicator – <b>Plan type listed</b>	P.O. Box 3900 Merrifield, Va. 22116-3900	P.O. Box 3900 Merrifield, Va. 22116-3900	Tax ID number	866-945-9839
<b>FEP</b>				
Providers in Montgomery & Prince George's counties, Washington, D.C., and Northern Virginia (east of Rt. 123) Prefix – <b>R</b>	Mail Administrator P.O. Box 14113 Lexington, Ky. 40512-4113	Mail Administrator P.O. Box 14112 Lexington, Ky. 40512-4112	Claims: 12-digit Dental Provider Number	202-488-4900
All other professional MD FEP providers Prefix – <b>R</b>	Mail Administrator P.O. Box 14113 Lexington, Ky. 40512-4113	Mail Administrator P.O. Box 14111 Lexington, Ky. 40512-4111	Claims: 12-digit Dental Provider Number	410-581-3568 or 800-854-5256
<b>Dental Provider Networks</b>	<b>Phone Numbers</b>	<b>Correspondence</b>		
<b>Dental Provider Credentialing and Contracting</b>	Telephone: 443-921-0676 Fax: 410-720-5080	CareFirst BlueCross BlueShield Dental Contracting 10455 Mill Run Circle, Mailstop CT-06-24 Owings Mills, Md. 21117 <a href="mailto:dentalcontracting@carefirst.com">dentalcontracting@carefirst.com</a>		