



Looking to Get More Involved? Here's how.

Are you interested in working with CareFirst in an advisory capacity? We may have a role for you. We are currently seeking dental providers to participate in the two ways:

■ Orthodontic Case Review

CareFirst is seeking an orthodontist or a general dentist with a strong orthodontic background. This professional will review requests for orthodontic benefits in Affordable Care Act (ACA) plans. Unlike typical commercial benefit plans, ACA orthodontic benefits require pediatric orthodontics to be “medically necessary.” Patients with medically necessary orthodontic cases usually present with moderate to severe malocclusion, severe crowding, open bites and/or significant x-bites. This is a part-time independent contractor position (3-5 hours/week).

■ CareFirst Dental Advisory Committee or CareFirst Credentialing Committee

CareFirst is seeking an in-network licensed dentist to participate as a member of our Credentialing or Dental Advisory Committees. The Committees’ objectives are to discuss issues related to dental plans, clinical guidelines, and new technologies, among other related topics.

For more information on any of these opportunities, or to express your interest, please contact Dr. Robert Laurenzano, Dental Director, at robert.laurenzano@carefirst.com. Please attach a current resume to your email.

Our Next Continuing Education Seminar is scheduled for April

Mark your calendar – CareFirst’s next Continuing Education Seminar is scheduled for **Friday, Apr. 1, 2016**. More details including the topic and the speaker will be announced in the coming months.

Be the first to know more.

If you don’t already receive email updates from CareFirst, register to receive them now at www.carefirst.com/stayconnected, select “Dental” as your area of practice.

You can always find dental updates online at www.carefirst.com/dentalnews.



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Meet Your Dental Provider Networks & Credentialing Team

You correspond with us by email, by phone, and by mail, but how many of our dental team members have you met? Our staff in Dental Provider Networks and Credentialing views every touch point with our dental providers as a chance to enhance your experience with CareFirst. Meet the team that works to keep your office plugged in.

Contracting Analysts are responsible for the data entry and systems maintenance of provider contracts, networks, and demographics. They review and process your requests during credentialing, and provide support for updates to your provider information.

Provider Relations Specialists are responsible for providing the necessary support and training to your practice to help you function effectively and successfully. They support dental providers via phone, emails and in-office training.

Are You Going to the Chesapeake Dental Conference?



We will be there, and we are looking forward to meeting you.

The Maryland State Dental Association (MSDA) conference will run from September 25 through September 27 at the Ocean City, MD Convention Center. While there, be sure to stop by the CareFirst Dental booth (#217) to meet your Dental Provider Relations Specialists.

New, Easy Access to Dental Wellness Information

New research has shown that oral health has a strong association with the overall health of your patients. As part of our efforts to help you help your patients, we have made it easier for your office to access our Dental Wellness flyers by putting them online at www.carefirst.com/dentalwellness.

We have information on topics such as:

Cardiovascular Health: [A Healthy Mouth Keeps Your Heart Happy](#)

Pregnancy: [Better Oral Health for a Healthier Pregnancy](#)

Pediatric: [Caring for Baby's First Teeth](#)

Diabetes: [Diabetes? Good Oral Health Can Lower Your Medical Bills](#)

New Dental PPO Plans – Coming Soon

Keep an eye out for new dental PPO plans that will soon be available in our family of health care plans. These new dental products and benefit designs will utilize our currently existing local PPO and PAR networks, so there will be no change in processes for your office staff.

As we work to grow your patient population as a participating provider you may see increased benefits and frequency customizations in these new plans.

As always, we encourage our providers to verify benefits for all patients on CareFirst Direct by logging in at www.carefirst.com/providerlogin.

Not yet registered with CareFirst Direct? [Learn more and register online](#) today for this free tool designed to give you fast access to the information that you need.

Federal Employee Program Accidental Injury Benefit – What You Need to Know

You may not know that patients who are members of the Blue Cross Blue Shield Federal Service Benefit Plan (commonly referred to as the Federal Employee Plan, or FEP) have access to benefits for dental care necessary to as a result of and directly related to an accidental injury.

This accidental injury benefit requires documentation of the condition of the teeth before the accidental injury, documentation of the injury from the provider, and a treatment plan for your patient's dental care. CareFirst (or your local Blues plan) may also request updated treatment plans as your patient's treatment plan progresses.

An **accidental injury** refers to an injury caused by an external force or element such as a blow or fall and that requires immediate attention. Injuries to the teeth while eating are not considered accidental. Based on the nature of the injury, the benefit may be considered under the medical plan, or the dental plan.



What to do when your patient has dual coverage for pediatric orthodontics

Affordable Care Act (ACA) products include coverage for pediatric orthodontic services, and are only available if a pre-treatment estimate (PTE) is submitted and the case meets the medical necessity criteria (as defined by each jurisdiction's orthodontic necessity form).

However, some patients may have dual coverage with CareFirst, and this may cause some confusion. Below, you will find a breakdown of what you can expect when submitting claims for these cases.

[If/When Your Patient Qualifies for Orthodontic Coverage](#)

[If/When Your Patient Does Not Qualify for Orthodontic Coverage](#)

What is the difference between Affordable Care Act (ACA) pediatric orthodontic and Standalone orthodontic coverage?

[Standalone orthodontic coverage](#)

[ACA pediatric orthodontic coverage](#)

CODING CORNER

Dental Code Update – Avoid Claims Delays

D0425	Caries susceptibility tests
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Effective Jan. 1, 2016, this procedure will not be a covered service due to the absence of scientific data and validation related to the efficacy and reliability of these tests.

What are the new ADA-CDT codes for 2016?

Connect with us in our next issue to discover how to use the new codes, avoid coding errors, and effectively obtain benefit information.

IN CASE YOU MISSED IT

Missing Something? Catch up, Here

We hope that you find the time to read the communications that we send out – they contain updates and information about your participation with

CareFirst. Check out our latest news and see what you may have missed.

If you don't already receive email updates from CareFirst, register to receive them now at www.carefirst.com/stayconnected, select “Dental” as your area of practice.

DENTAL DIRECTOR

Robert S. Laurenzano, DMD, FAGD

EDITOR

Tara Wagner

CLAIMS AND BILLING

Updates Have Been Made to Your Dental Provider Manual

We recently updated the [Dental Provider Manual](#). Changes include, but are not limited to, the following:

- Added information regarding dual coverage for orthodontia
- Added information regarding pediatric dental orthodontic benefit – general information as well as claims submission instructions for these benefits
- Updated the Membership, Product Information and Sample ID Card section

View and download the current version of the manual at www.carefirst.com/dentalmanual.

Remember, under the terms of your Participation Agreement with CareFirst, you are required to adhere to all applicable policies and procedures contained in this manual.

We Want to Hear From You

You've finished reading yet another issue of *BlueImpressions* and the question is once again asked: What did you think?

Let us know—send us an email at newsletter.editor@carefirst.com.

