

# BlueImpressions

CareFirst   
Family of health care plans

## *Dental News & Updates*

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For more information, visit [carefirst.com/blueimpressions](http://carefirst.com/blueimpressions)

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## What's Happening

### A New Chapter Begins as Dr. Laurenzano Retires

Yes, it's true. Dr. Robert Laurenzano, DMD FAGD is retiring. Bob has been our Dental Director for 10 years and has elevated both the knowledge and administration of our department during his tenure. He was the driving force behind everyone understanding how oral health and medical health are intimately integrated by overseeing the clinical aspects of the dental program including clinical policy, utilization review, quality of care, appeals and review of medical-dental claims.

Bob's leadership was instrumental in the implementation of electronic imaging and transfer for claim review as well as the initiation of the prospective review, also known as pre-treatment estimates (PTE). Additionally, he did extensive literature reviews pertaining to the effect of oral inflammatory disease on general health and its impact on those with chronic conditions (diabetes, hypertension, heart disease, etc.) resulting in oral health's inclusion in CareFirst's Patient-Centered Medical Home and Total Care and Care Improvement programs.

In 2009, he helped open the CareFirst Conference Center to launch the Dental and Oral Health Seminar Series, now in its 11<sup>th</sup> year. Consecutively, Bob helped CareFirst gain acceptance by the Academy of General Dentistry PACE program as an approved provider of continuing education, which has helped elevate attendance at the seminars by community dentist and hygienists.

We also have to thank him for starting the Dental Advisory and Oral and Maxillofacial Surgery Advisory Committees. But, that is not all, on top of all this, he helped us find the best person to carry on his legacy...Cheryl Lerner, DMD.

Cheryl comes to CareFirst with more than 20 years of experience in the dental field, including private general practice and in the dental and health care insurance industry. She has led teams with responsibility for both clinical quality assurance and utilization management, as well as dental network development and servicing. She has worked at organizations very familiar to us which include MAMSI, United Healthcare and Delta Dental and has an excellent reputation among the dentists in the Maryland, Washington, D.C. and Virginia area.

Cheryl earned both her undergraduate and dental degrees at the University of Pennsylvania and completed a general practice residency at Albert Einstein Medical Center, followed by practicing and teaching in Penn Dental Medicine school's clinic. She relocated to the D.C. area where she established her private practice and raised her family. Cheryl then spent time as the Dental Compliance Officer at the Maryland State Board of Dental Examiners. Her accomplishments include developing the dental network at MAMSI, and then at Delta Dental of Pennsylvania. Most recently, as the Chief Clinical Officer at Delta Dental of Colorado, she oversaw both the network and quality management areas and worked within the Colorado community to educate various stakeholders on the need to integrate dental and medical as a critical concept in the overall health of patients. She enjoys working with the other business units, participating with sales in their finalist presentations and speaking publicly on oral health issues.

Cheryl is Baltimore-born and raised and is excited to return and start her adventure in the city

and with CareFirst. She has two grown sons, a daughter-in-law and an adorable grandson who live in Columbus, Ohio and another son who is a first-year student at the Virginia-Maryland College of Veterinary Medicine at Virginia Tech. Cheryl was rescued by two dogs and a cat who live with her and she is an avid hobby artist who plays with a potter's wheel and glass fusing kilns.

So, this announcement of Bob retiring and Cheryl joining CareFirst is bittersweet. We will greatly miss all that Bob has done for us as a company and as individuals, but we are excited to have someone who can step into his shoes and keep us moving forward.

We wish Bob all the best as he begins the next chapter of his journey.

Sincerely,



Daniel Winn, M.D.

Vice President and Chief Medical Officer

## Registration is Open for Our 2019 Continuing Education Seminar

Join us on Friday, April 26, 2019 for our annual symposium — Selected Topics in Oral and Maxillofacial Surgery: An Update for the Dental Provider. This informative presentation is being given by the University of Maryland School of Dentistry, Department of Oral & Maxillofacial Surgery Faculty:

- **John Caccamese, Jr., DMD, MD, FACS** – Vice Chairman, Clinical Professor
- **Joshua Lubek, DDS, MD, FACS** – Fellowship Program Director, Clinical Associate Professor
- **Gary Warburton, DDS, MD, FACS** – Residency Program Director, Clinical Associate Professor
- **Dima Ghunaim, DDS, MS, FACP** – Diplomate of the American Board of Prosthodontics, Maxillofacial Prosthodontist, Assistant Professor

Topics include maxillofacial injuries and facial trauma, non-surgical and surgical management of temporomandibular joint diseases, orthognathic surgery, cleft lip and palate deformities and the dental prosthetic rehabilitation of these various diseases and conditions.

**When:** Friday, April 26, 2019

**Time:** 8:00 a.m. to 4:30 p.m.

(Registration and continental breakfast are from 7:00 a.m. to 7:45 a.m.)

**Where:** CareFirst Conference Center at Canton Crossing, 1501 S. Clinton St.,  
17th Floor, Baltimore, Md., 21224

- Credits:** Seven AGD-PACE Continuing Education credit hours
- Tuition:** Free for CareFirst in-network dentists and their staff  
 \$399 for out-of-network dentists and physicians  
 \$279 for professional staff employed by out-of-network dentists and physicians  
*Cost includes: Continental breakfast, lunch, parking and a Continuing Education Certificate*

**Target Audience:** Dentists, Dental Hygienists, Physicians and Nurses

**Parking:** Parking is available in the waterfront lot on S. Clinton St. opposite the building. Attendees must present the issued parking ticket at the seminar for validation.

**Register Now:** Mail, fax, or email your completed [registration form](#) (and include payment if applicable - make checks payable to CareFirst BlueCross BlueShield) by April 1, 2019 to:

CareFirst BlueCross BlueShield, Attn: Dental Director's Office

1501 S. Clinton St., Baltimore, MD 21224

Fax: 410-781-0770



## Watch for Claim Number Changes Coming in 2019

CareFirst is changing the format of our dental claim numbers, also known as Document Control Number (DCN). CareFirst assigns a DCN to each claim we receive to monitor and track claims as they are processed.

Currently, our claims are assigned a 12-digit numeric DCN. To avoid duplicate DCNs, we are changing our DCNs to 12-digit alphanumeric characters. This change is effective for claims received on or after Jan. 1, 2019. If you have questions about this change, please contact your dental provider relations specialist.

## Federal Employee Health Benefit Plan (FEHBP) Standard and Basic Option Changes for 2019

Effective Jan. 1, 2019 the FEHBP is implementing changes to their dental service plan benefits for dental diagnostic imaging, limiting coverage for X-rays under routine dental benefits to only include an intraoral complete series (D0210).

Look for an updated FEHBP Schedule of Dental Benefits in the new year.

## **Federal Employee Program® (FEP) Adds New Medical Plan to Open Enrollment Offerings**

Effective Jan. 1, 2019, FEP will be including a new medical plan in their Open Enrollment package. Named FEP Blue Focus, this plan will provide in-network-only benefits, no referrals, and international coverage. There won't be any dental benefits carved into this plan; however, there will be a benefit provision where repair to sound natural teeth is required as a result of and directly related to an accidental injury.

## **Have a Question about Doing Business with CareFirst? Check Out Our Frequently Asked Questions (FAQs)**

Our provider relations team has compiled a list of the most commonly asked questions and answers. Check out our FAQs to see if your question has been answered. If you have a question not on our list, contact your [dental provider relations specialist](#).

### **How do I bill for multi-visit procedures?**

CareFirst provides the benefits available under the member's contract only upon completion of treatment. Therefore, dental procedures that require multiple visits, such as crowns, root canal therapy, etc., should be billed at the completion of service. For crown restorations, the completion date is cementation or seat date.

### **How do we credential a dentist who has just joined our practice?**

CareFirst encourages the use of the Council for Affordable Quality Healthcare (CAQH) ProView® application. New practitioners can go directly to CAQH ProView and complete the credentialing application online through CAQH ProView. Once you have completed your application (CAQH will email you notification that your application is complete), and you have authorized CareFirst to access your data, you can download the CAQH Provider Data Sheet and advise CareFirst your application is available. CareFirst will then receive your application data electronically from CAQH ProView and begin the credentialing process.

### **Do I need to add every new practitioner to my group profile?**

Yes, CareFirst requires that all practitioners are credentialed if practicing in a contracted office and maintain the same level of network participation. While office changeover is common, be certain that new practitioners are listed in your practice. Although the practitioner may have been credentialed and participating in another office, claims may be denied and returned if a practitioner is not listed in your group profile.

If a practitioner joins your practice, leaves, or retires, CareFirst also needs to be notified in order to keep provider directories accurate. You can inform us of changes like these via our [Change in Provider Information form](#), housed post-login in [CareFirst Direct](#). Contact Dental

Provider Networks and Credentialing your [dental provider relations specialist](#) or email us at [dentalcontracting@carefirst.com](mailto:dentalcontracting@carefirst.com) with any questions.

### **Where can I find a GRID/GRID+ fee schedule?**

The National Dental GRID, administered by the GRID Dental Corporation, is one of the country's leading national dental networks.

The National Dental GRID offers customers and members of participating Blue Cross and Blue Shield plans a hassle-free opportunity to access more network dentists across the country.

If your office participates with CareFirst, your office is in network with the GRID and GRID+. This participation requires no disruption for your office — reimbursement is based on your locally contracted fees with CareFirst. You'll send claims to the Blues plan listed on the member's identification card and payment will be sent to your office.

### **Who do I contact with login or technical issues while using CareFirst Direct?**

Technical support is available through the CareFirst Technical Support Team by calling 877-526-8390. The team is available Monday through Friday, from 7:00 a.m. to 6:00 p.m., and can assist with password resets and most technical issues.

### **Can claim inquiries be submitted online?**

Yes, your office can submit inquiries in CareFirst Direct. The claims status section of our [Provider Portal User Guide](#) provides step-by-step instructions for submitting a claim inquiry. Please note, you'll be required to fill in inquirer's name, contact, mailing and email addresses and inquiry description. Once you've submitted the form, you'll receive a response from CareFirst Dental in the form of a phone call, email, written correspondence or updated Notice of Payment within 14 business days.

## **Ten Reasons to Take Your Patients Blood Pressure**

In 2017, the [American Heart Association](#), [American College of Cardiology](#) and several other health organizations released a comprehensive new guidelines with recommendations regarding the diagnosis, treatment and prevention of hypertension. The new guidelines lower the target for blood pressure treatment to 130/80 mmHg. This emphasizes the importance of early prevention, detection and treatment to reduce future cardiovascular risk. Review the guidelines [here](#).

With the advent of these new guidelines, it is a great time to remind dental professionals to take their patients' blood pressure at the beginning of every office visit and discuss it with him or her. With this knowledge, your patients may begin to understand the importance of their cardiovascular health and in general how intertwined his or her oral health is with overall health.

We have found a comprehensive article on the National Magazine for Dental Hygiene Professionals website titled [10 reasons why we must take dental patients' blood pressure](#), by Linda

Lawson, RDH, BS. You will read about not only one, but two silent killers – hypertension and diabetes, white-coat syndrome and how to have a positive impact on your patients' impression of their dental hygienists to name a few.

We hope you find the article informative as this is first in our new series in BlueImpressions on the relationship between oral and overall health and how you may be able to positively inform your patients about their total well-being.

## Understanding Your Patients Member Identification Card

Watch a short [video](#) to learn more about your patients identification card to help verify eligibility.

## Upcoming CareFirst Holiday Office Closings

CareFirst, CareFirst BlueChoice and The Dental Network will be closed on the following dates:

- Tuesday, December 25 – Christmas Day
- Tuesday, January 1 – New Year's Day
- Monday, January 15 – Martin Luther King Day
- Monday, February 19 – President's Day

## Coding Corner

### CDT Updates for 2019 — Revisions, Deletions and Additions

The following charts list the American Dental Association's (ADA) Current Dental Terminology (CDT) 2019 codes that have been deleted, added or revised, effective Jan. 1, 2019.

**Additions for 2019 include the following covered services:**

Codes	Descriptor	Dental Policy
D1516	Space maintainer – fixed, bilateral, maxillary	Replaces D1515, but with arch specificity
D1517	Space maintainer – fixed, bilateral, mandibular	Replaces D1515, but with arch specificity
D1526	Space maintainer – removable, bilateral, maxillary	Replaces D1525, but with arch specificity
D1527	Space maintainer – removable, bilateral, mandibular	Replaces D1525, but with arch specificity

Codes	Descriptor	Dental Policy
D5282	Removable unilateral partial denture – one piece cast metal (including clasps and teeth), maxillary	Replaces D5281, but with arch specificity
D5283	Removable unilateral partial denture – one piece cast metal (including clasps and teeth), mandibular	Replaces D5281, but with arch specificity
D9944*	Occlusal guard – hard appliance, full arch	Replaces D9940, with materials and location specificity
D9945*	Occlusal guard – soft appliance, full arch	Replaces D9940, with materials and location specificity
D9946*	Occlusal guard – hard appliance, partial arch	Replaces D9940, with materials and location specificity

\* A benefit for this service is only available to members covered under Affordable Care Act (ACA) contracts, and contracts where occlusal guards are provisioned.

**Additions for 2019 include the following non-covered services:**

Codes	Descriptor
D0412	Blood glucose level test – in-office using a glucose meter
D5876	Add metal substructure to acrylic full denture (per arch)
D9130	Temporomandibular joint dysfunction – non-invasive physical therapies
D9613	Infiltration of sustained release therapeutic drug – single or multiple sites
D9961	Duplicate/copy patient's records
D9990	Certified translation or sign language services, per visit

**The following codes are being deleted in 2019:**

Codes	Descriptor
D1515	Space maintainer – fixed - bilateral
D1525	Space maintainer – removable - bilateral
D5281	Removable unilateral partial denture – one piece cast metal (including clasps and teeth)
D9940	Occlusal guard – by report

Please make note of these additions and deletions to ensure timely processing of claims. Reimbursement information, when applicable, will be made available on CareFirst Direct under the Fee Schedules tab.

## Osseous grafts following extractions/prior to implant placement

CareFirst allows benefits for grafting an extraction site when there is a significant, demonstrable defect in the alveolar bone which would prevent a reasonable healing result or integration of an implant. While implant placement or ideal form of the alveolar bone is desired, benefits are only provided when there is a clinical necessity for placement of an osseous graft in the area, post-extraction. Please be sure to clearly indicate the clinical need for the graft, supported by radiographs, photographs, treatment notes, etc. when you submit a claim on behalf of your patient.

## Implants and Implant-supported Restorations

CareFirst provides benefits for patients whose plans allow for implants AND where the clinical situation cannot or should not be treated by preparing teeth that are not affected by disease or injury. If your patient has large or failing restorations adjacent to a site in which you plan to place an implant, the adjacent teeth's restorative prognosis is considered when determining eligibility for implant benefits.

If the teeth on either side of the implant site are virgin, recently well restored, or have restorations that have a good five year prognosis, have solid periodontal support and no indication of other disease, implant benefits may be allowed if the patient's plan covers implants. If #14 was extracted, and #13 and #15 are in good periodontal and restorative shape, an implant and its restoration for #14 may be allowed, if (1) implants are covered benefits, (2) no other maxillary teeth are missing and (3) opposing teeth are present.

## Claims and Billing

### Know Before You Go — How to Make Estimates of Eligible Benefits (EEB) Work for You

The EEB, commonly known as a pre-treatment estimate, is designed to provide members and providers benefit information based on current eligibility. As part of the EEB process, a clinical review is completed by one of CareFirst's team of licensed dentist claims reviewers. This pre-treatment review can be a huge time-saver for you and your patients when planning complex and expensive treatment. The pre-treatment estimate confirms benefits and eligibility at the time of review. Upon completion of treatment, the EEB should be used to request reimbursement by completing the date of service, signing and submitting the EEB for processing and payment to our Correspondence Unit, P.O. Box 14114, Lexington Kentucky, 40512, attention: Mail Administrator. No further review is needed, and your office should not submit a new claim or claim form with the EEB. The pre-treatment estimate is valid for 270 days. It is not a guarantee of payment because when the procedure is done, the patient must be an eligible member of the plan and the services rendered must be similar to or the same as those approved on the EEB.

By submitting EEBs for your patients' major dental services, your office can benefit from reduced overhead and faster insurance claim payment; improved patient relations due to clearer informed consent; and patient understanding of financial responsibility.

If you have questions regarding the EEB process, please contact your [dental provider relations specialist](#).

## Important Reminders Regarding Electronic Claims Processing

CareFirst is always looking for opportunities to keep your office running smoothly and efficiently. Submitting your claims electronically is a great practice management process that will save your office time and money.

Making the transition from paper claims to electronic claims can be daunting, but there are a few techniques your office can adopt that will make the conversion easy.

### 1. Register your National Payer Identifier (NPI) with CareFirst

Claims submitted electronically should always include your practice's National Provider Identifier (NPI) number. Without it, claims processing could be delayed. Complete our [NPI Submission Form](#) and send it to us at [dentalcontracting@carefirst.com](mailto:dentalcontracting@carefirst.com) to update your provider file for accurate claims processing.

### 2. Enroll with EDI through your Clearinghouse

CareFirst has three preferred clearinghouses: Change Healthcare, Tesia and DentalXChange; however, your office can connect with any clearinghouse to submit claims electronically to us. Most clearinghouses also offer a practice management application system that will make the submission process simple. The clearinghouse you choose can also help you with setting up Electronic Remittance Advice and Electronic Funds Transfer.

### 3. Submit your claims electronically

CareFirst's payer code is 00580. One of the great benefits to submitting claims electronically is the ability to correct clean claims in real time. Helpful hints for getting your claims passed through efficiently:

- Submit your claims using the member's ID card, not their social security number
- Report your full fee for each service provided
- Use your billing NPI number on each claim you send to CareFirst
- Double-check that you've assigned benefits to your office
- Include an NEA number if you have attachments that need to be considered with your claim

Visit [carefirst.com/dentaledi](https://carefirst.com/dentaledi) for more information or contact your clearinghouse if you are ready to enroll.

## In Case You Missed It

- Nov. 6, 2018 — [We have updated the Dental Provider Manual](#)