

BlueImpressions Provider Newsletter

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WHAT'S HAPPENING?

The Updated Dental Provider Manual is Now Available

In an effort to provide you with relevant and up-to-date information, we've recently updated our [Dental Provider Manual](#). Read the [Feb. 20 newflash](#) for more details.

CareFirst Expands Medical Network to Include Some Dental Specialties

To better serve our members in need of dental services covered under their medical plan, CareFirst is adding a limited number of dental specialties to our medical networks. These specialties include: orthodontics, oral and maxillofacial prosthodontics, periodontics, endodontics and general dentistry. Accidental injury of teeth and related structures; cancer rehabilitation; certain congenital, non-infectious disease and syndromes are examples of conditions covered under our medical plans.

Medical plans differ from dental plans as they do not have annual maximums and frequency limitations. Dental providers who contract with our medical networks will be listed in our medical provider directories and may gain referrals from member services.

Participation in the medical networks may be a positive step in growing your practice, providing an opportunity for you to treat patients who otherwise may not be referred to your office.

If you are interested in becoming credentialed in the CareFirst medical network and would like more information, contact Robert Laurenzano, DMD, Dental Director at Robert.laurenzano@carefirst.com or 410-528-7908 or Wendy Bostic, RDH at 410-528-7892.

Check out our Updated CareFirst Direct User Guide

Whether you're looking for a step-by-step guide to register for CareFirst Direct, our online self-service portal, or you're looking for ways to maximize your self-service efficiency within the portal, the User Guide can be your one-stop solution for it all. We've recently updated the User Guide with updated screenshots, processes and enhanced features. It's housed, both pre and post login, [here](#).

As a reminder, CareFirst Direct is our on-line benefit and claims information system that provides eligibility and benefit details at your fingertips. This service can be accessed on our website, www.carefirst.com/carefirstdirect. As a part of our ongoing effort to improve how your practice does business with us, we have recently enhanced and are constantly improving [CareFirst Direct](#), to provide your office staff with information they need at their fingertips:

- Eligibility
- Benefits, Benefit Accumulations
- Claim Status, Claim Status Inquiries
- Remittances / NOPS
- Fee Schedules, Copayment Schedules
- Frequencies, Limitations, Dental Covered History
- Dental HMO PCP information, when applicable
- Membership Identification Cards
- Dental Frequently Asked Questions
- Automated Change in Dental Provider Information Form

If you'd like additional assistance regarding portal navigation, contact your [Provider Relations Specialist](#).

CareFirst Dental Leverages CAQH to Streamline the Credentialing Process

CareFirst understands that your time is valuable and should be spent with your patients, which is why we encourage your practice to use CAQH's Universal ProView™ to streamline your credentialing process.

With CAQH's free, fully electronic tool, you can:

- Self-report and electronically store information in one user-friendly online data source (and easily update it as needed).
- Directly upload credentialing documents to improve the accuracy and timeliness of applications.
- Share information common to multiple practice locations among providers in that practice.
- Maintain control of professional information with security features, and authorize specified organizations to receive it.

If you aren't yet registered for [CAQH ProView](https://proview.caqh.org), you can do so at <https://proview.caqh.org>. You should allow approximately two hours to complete your profile, or you can finish the process over several sessions. You control which organizations receive your profile information.

If you've already registered for CAQH and have completed your profile, you should update your provider information and then authorize CareFirst to access your profile.

- Login at <http://proview.caqh.org> to update your CAQH profile on a quarterly basis.
- Add new documents to replace any expired ones.
- Fill in any gaps in your work history for the most recent five years.
- Ensure that a current copy of your liability insurance is attached to your profile.
- Authorize CareFirst to give us access to your profile.

Using CAQH ProView helps to reduce waste and administrative burden on your staff. There is no cost to you, participation is voluntary, and it's a great time-saver, for us, and you.

Do you have Changes to your Provider Information?

Do we have your most up-to-date information on file? When there are changes to your provider information, we need to know so that our Provider Directory is accurate. Updating your information with CareFirst just got easier. We've added our Change in Dental Provider Information form to CareFirst Direct. You can find it on the Home page, post login, under Quick Links. We've even made it automated for your practice – all you have to do is enter changes to the form, and click Submit. The form will come directly to our Provider Networks correspondence address – dentalcontracting@carefirst.com – and you will receive a confirmation number letting you know the data submission was successful.

Should you have any questions about a change to your office, please contact Dental Provider Networks and Credentialing at 443-921-0676.

CareFirst is Hosting 2018 Continuing Education Seminar

CareFirst is hosting our tenth annual continuing education seminar, Oral Cancer Symposia for the Dental Healthcare Provider, on Friday, April 27. The seminar is being presented by Maryland School of Dentistry, Department of Oral and Maxillofacial Surgery Faculty:

- **Robert Ord, DDS, MD, FRCS, FACS, MS** – Professor and Chairman
- **Joshua Lubek, DDS, MD, FACS** – Associate Professor and Fellowship Program Director, Oral-Head and Neck Oncology / Microvascular Reconstructive Surgery
- **Donita Dyalram, DDS, MD, FACS** –Assistant Professor and Associate Program Residency Director
- **Dima Ghunaim, DDS, MS, FACP** – Board Certified Prosthodontist

This year’s seminar is at capacity and registrations are no longer being accepted. If you were unable to secure a spot and want to learn more about the event, the seminar will be featured in our June edition of [BlueImpressions](#).

Want to Join CareFirst? Orthodontic Consultant Position Available

Are you a board-certified Orthodontist looking to work with CareFirst? We may have the perfect position for you.

We recently kicked-off our search for an orthodontist to review orthodontic claims governed by Affordable Care Act rules for medical necessity. To be considered for this position, you must be board-certified, hold an active Maryland license to practice dentistry and be available to review orthodontic cases up to four hours per week at our Baltimore (Canton) office. Work days and hours are flexible, allowing you to continue practicing full or part-time. Recent retirees may also apply. For more information or to apply, send your resume to:

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 410-528-7908
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Upcoming CareFirst Holiday Office Closings

CareFirst BlueCross BlueShield, CareFirst BlueChoice, and The Dental Network will be closed May 28 in observance of Memorial Day.

CLAIMS AND BILLING

Claims Submission Guidelines – Itemized Billing

CareFirst requires that each dentist reports his or her full fee for each service provided. Providers submitting claims for both DPPO and DHMO patients should submit claims with their office’s actual charges, instead of the member coinsurance or copayment amounts, or without fees. This helps us process your claims more accurately. Claims submitted to CareFirst without full fees reported will be processed as submitted.

- A full fee is defined by the American Dental Association as the fee for a service that is set by the dentist, which reflects the cost of providing the procedure and the value of the dentist’s professional judgment.
- A contractual relationship does not change the dentist’s full fee.
- It is always appropriate to report the full fee for each service provided to a third-party payer.

Navigating your Patients Treatment Plans

CareFirst member contracts state that CareFirst has the right to allow the least costly alternative treatment to treat the presenting condition, if a professionally acceptable alternate exists. This limitation does not preclude the doctor or patient from a more expensive treatment plan, however, the doctor and patient must agree in advance how they are going to handle the additional cost and the member must be informed of and agree to the member liability. An excellent way to avoid a conflict over patient liability is to submit a request for pre-treatment estimate, also known as Estimate of Eligible Benefits, in advance and review it with your patient. [Read more about pre-treatment estimates in our December 2017 edition of *BlueImpressions*.](#)

Your Patient's CareFirst Dental Plan May Cover Implants and Implant Related Procedures

Do you have patients who will benefit from dental implants, but are concerned about the cost? Most CareFirst dental plans cover medically/dentally necessary implant procedures. However, some CareFirst plans have restrictive implant benefits. These plans may have implant procedure limitations. For example, your patient's coverage may allow implant procedures only as an alternate benefit to a fixed bridge. If this patient has a single edentulous space in the arch and the adjacent teeth are in good restorative repair and sound, then it may be more conservative to place an implant than to prep two teeth for abutment crowns.

An edentulous space with heavily restored adjacent teeth will not qualify for the alternate implant benefit nor will a space with other spaces in the arch. Keep in mind, no spaces created by supernumerary teeth are eligible for a benefit.

CODING CORNER

CareFirst's 2018 Dental Criteria is Available Online

CareFirst's Dental Criteria has been updated. The Dental Clinical Criteria are based upon procedure codes in the Current Dental Terminology provided by the American Dental Association. The updates were effective Jan. 1 and can be found on the [Provider website](#).

Reminder- 2018 CDT Updates

DPPO and DHMO provider reimbursement and coinsurance schedules have been updated with the CDT 2018 revisions. Notable changes include:

Deletions:

- D5510, D5610, D5620

Additions:

- D5511, D5512, D5611, D5612, D5621, D5622, D9222, D9239

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.

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