

# Blue Impressions

CareFirst   
Family of health care plans

## Dental News & Updates

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### What's Happening?

#### Save the Date for CareFirst's 11<sup>th</sup> Annual CareFirst Dental and Oral Health Seminar

Join your colleagues on Friday, April 26, 2019 for CareFirst's continuing education series seminar featuring members of the University of Maryland Department of Oral Surgery, and Prosthodontics. This year's program builds off our 2018 seminar and is designed to enhance the knowledge and understanding of the general dentist and other specialists in Dentistry by providing an overview of current advances in Oral and Maxillofacial Surgery and Prosthodontics.

This course will touch upon some subjects presented in the April 2018 seminar, and move onto other areas of

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surgery and rehabilitation.

The 2018 seminar was exceptionally well received and rated very high in course evaluations.

#### Presenters Include:

- Joshua Lubek, DDS, MD, FACS - Maxillofacial injuries and Trauma
- John Caccamese, DMD, MD - Cleft/Orthognathic Surgery
- Gary Warburton, DDS MD, F.D.S.R.C.S., F.A.C.S. - TMJ Surgery
- Dima Ghunaim, DDS, MS, FACP - Prosthetic Rehabilitation

**When:** Friday, Apr. 26, 2019

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

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

As an Academy of General Dentistry (AGD) Pace provider, seven CEU will be offered to attendees. More information will be available in our December issue of BlueImpressions.

## Your Participating Dental Agreement

Sometimes providers have questions regarding their responsibilities as determined by the participating dentist's agreement. Here are some important highlights regarding claims, covered services and professional review of covered services.

- Covered services are those services that are dentally necessary services provided to a covered member for a covered service. If a covered service is not dentally necessary, the benefit may not be allowed. As an example, crowns are a covered service, but may not be covered if the tooth in question is not extensively restored or presents with poor prognosis due to fractured roots.
- You must comply with CareFirst policies and guidelines including, but not limited to utilization review, quality assessment and credentialing.
- You must accept allowed benefit payments by CareFirst as payment in full for the services provided to covered members. You may not balance bill for allowed services or apply extra charges for dental lab materials and services, upgrades in materials, infection control, special instruments or procedures (i.e. use of a laser in place of a scalpel or scaler) as these are considered incidental to the covered procedure.
- Claims for covered services must be submitted within 365 days from the date the services were rendered.

Please check your patient's benefits. In the event there are alternative dental procedures that meet generally accepted standards of professional dental for a member's condition, many member's contract base allowed benefits on the lowest cost alternative.

## Our Dental Provider Network Family is Growing

In 2018, CareFirst Dental has focused largely on expanding its network to offer greater accessibility to our members and their families. We are pleased to announce that our networks are growing within our service area of Maryland, Washington, D.C., and Northern Virginia. Not only do we have a greater number of you working towards a healthier dental population; we also know that you, our dental providers, are exceptional in your fields of practice.

Thank you for helping us become one of the largest, most trusted networks in the region.

## 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 five 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, call Robert Laurenzano, DMD, Dental Director, at 410-528-7893 or to apply, send your resume to [Robert.laurenzano@carefirst.com](mailto:Robert.laurenzano@carefirst.com).

## Council for Affordable Quality Healthcare (CAQH) – Your Secure, Time-Saving Credentialing Database

CareFirst wants to help keep your office running efficiently. That's why we want to encourage your practice to use CAQH's ProView® to streamline and reduce time spent on your credentialing and re-credentialing processes.

CAQH's free online database allows your office to store your credentialing information in a safe, secure, and user-friendly format, while also giving you control of its features and access.

**If you aren't yet registered for CAQH ProView**, 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.

If you participate with multiple insurance carriers and would like to apply online through the Council for Affordable Quality Healthcare (CAQH) online application, visit our [CAQH Universal Credentialing Datasource](#) page.

Providers interested in applying for both our medical and dental networks may apply through the CAQH online application or use the [Dental Provider Application](#). A written notification must also be sent to CareFirst along with your application or CAQH data sheet to alert us that you wish to apply to both networks.

To apply directly to CareFirst, follow the instructions below.

### Credentialing Requirements for Dental Providers

The following information is required:

- [Dental Provider Application](#)
- [Dental Billing Authorization Form](#)

View the [Dental Provider Application Instructions](#) for more information.

If you have any questions about our shift toward online credentialing verification, please do not hesitate to contact your Provider Relations Specialist.

## CareFirst Redesigns Forms and Guides

We are always working to improve our electronic resources to help your office operate more efficiently. As you may have noticed, we've redesigned our newsletters, forms and guides with a fresh new look and feel. Features of the new materials include:

- Interactive forms that can be completed and submitted electronically
- User friendly guides and resources, which incorporate interactive features and multi-media elements such as video.

We are continuing to look for ways to make improve our resources, feel free to contact us at [dentalproviderrelations@carefirst.com](mailto:dentalproviderrelations@carefirst.com) and let us know what you think of our redesigned materials.

## Benefit Fax Enhancements

CareFirst Dental has redesigned our benefit fax tools by offering customizations that make it easier, quicker and more efficient for your staff to get the information you need.

### Simple benefits and eligibility inquiries

When you or your office staff have a simple benefit and/or eligibility inquiry, there are three ways that are quicker and easier than calling our service lines.

1. [CareFirst Direct](#) is our provider self-service portal
2. CareFirst on Call is our interactive voice response system 866-891-2804
3. Contacting your clearinghouse

### When to call CareFirst

If you or your staff have a complex issue that requires assistance beyond what you found at one of three options listed above than we encourage you to call our service line at 866-891-2804.

If you have questions about how to connect with us via these self-service channels, please do not hesitate to contact your dedicated Provider Relations Specialist for more information.

## Upcoming CareFirst Holiday Office Closings

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

- Thursday, November 22 – Thanksgiving Day
- Friday, November 23 – Day after Thanksgiving
- Tuesday, December 25 – Christmas Day

## Coding Corner

### Bone Grafting 101

There are ten different codes for bone grafting, and according to the Current Dental Terminology (CDT) Manual, the code that you choose to use depends upon what you are treating and the indications for the bone graft. [Listen to this informative audio piece](#) for some tips to help you submit your claims correctly the first time. Please note that use of these codes is not a guarantee of benefits.

## Claims & Billing

### Electronic Data Interchange (EDI) and Electronic Funds Transfer (EFT) Frequently Asked Questions

To support our paperless initiative and improve your claims processing experience, CareFirst strongly encourages participating and non-participating dental providers to submit dental claims and pre-treatment estimate requests electronically. We understand that you may have questions about this process. To make it as easy as possible to conduct business with us, we've compiled answers to your most frequently asked EDI and EFT questions.

#### Who are CareFirst's dental preferred vendors/clearinghouses?

- [Change Healthcare](#) at 888-255-7293 or [dentalsupport@changehealthcare.com](mailto:dentalsupport@changehealthcare.com)
- [DentalXChange](#) at 800-576-6412 (ext. 452 for support; ext. 455 for enrollment services)
- [Tesia Clearinghouse, LLC](#) at 866-712-9584

CareFirst requires [supporting documentation](#) for certain dental claims. Your documents can be submitted via [National Electronic Attachments \(NEA\)](#).

#### How does my office begin submitting claims electronically to CareFirst?

If you do not currently have a vendor or clearinghouse, you may contact one of the preferred vendors listed above.

If you currently work with another vendor or clearinghouse, you must contact that vendor to inquire about the enrollment process.

#### How does the electronic submission process work?

Send electronic claims to CareFirst through one of our preferred vendors/clearinghouses.

- The vendor/clearinghouse will edit all claims and send a report to notify you of any errors they identify. Errors must be corrected, and the claims must be resubmitted electronically. Claims without errors are forwarded to CareFirst for processing and additional editing.

You will receive an additional report from the clearinghouse to confirm receipt of claims by CareFirst and advise you of any additional errors. Again, you can correct all errors and resubmit claims electronically.

#### Who should I contact regarding problems with my electronic claim submissions?

Please direct questions to your vendor or clearinghouse first. If you need further assistance, contact the CareFirst Help Desk at 1-877-526-8390 or send an e-mail to [edirectsubmission@carefirst.com](mailto:edirectsubmission@carefirst.com).

#### What is the Payor ID?

CareFirst's payor ID code for dental electronic claims is 00580.

#### How do I register for EFT?

CareFirst Dental currently has EFT connectivity with [Change Healthcare](#). You may contact them at 866-506-2830 or [eftsupport@changehealthcare.com](mailto:eftsupport@changehealthcare.com) for additional information.

#### Are there any special requirements to receive EFT?

Yes, you must:

- Submit your claims electronically
- Receive an Electronic Remittance Advise (ERA-835)\*

\* Some clearinghouses may have specific requirements. Contact them for details.

### **How long will it take for my EFT enrollment to begin?**

Contact your clearinghouse for specific timing – it usually depends on provider engagement. Once CareFirst receives notification that you have been enrolled, your EFT will begin with the first voucher issued after the change occurs.

### **When should I contact my clearinghouse?**

Contact your clearinghouse if you:

- Need a copy of your ERA-835
- Received your EFT but not your ERA-835
- Need to make changes to your banking or contact information

### **When should I contact CareFirst?**

Please direct questions to your vendor or clearinghouse first. If your EFT deposit was not received or it is late, contact your [Provider Relations Specialist](#).

## **Orthodontic Billing Guidelines for CareFirst Administrators**

Some of your patients may have dental coverage through CareFirst Administrators (CFA), our third-party administrator. This is an affiliate company of CareFirst, and an independent licensee of the Blue Cross and Blue Shield Association. While these plans often lease our dental networks, they apply benefits a little differently than your typical CareFirst Dental orthodontic contract.

CFA processes orthodontic claims by paying 25 percent of the entire benefit at banding, and then require the orthodontist to submit a monthly claim using comprehensive codes, not D8670 for the remainder of the treatment.

Should your office have questions regarding this process, or if you have had payments applied incorrectly, please appeal these cases to:

P.O. Box 981610  
El Paso, TX 79998

Or email:

[NCASCorrespondenceTeam@ncas.com](mailto:NCASCorrespondenceTeam@ncas.com)