

# BlueImpressions

CareFirst   
Family of health care plans

## Dental News & Updates

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### What's Happening?

#### CareFirst Office Closings

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

- Monday, September 2 — Labor Day

You should expect to see higher than normal wait times following the day after a holiday. We encourage you to utilize our self-service tools, [CareFirst Direct](#) and [CareFirst on Call](#) for claim status, eligibility, and benefits.

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

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CareFirst of Maryland, Inc. and The Dental Network underwrite products in Maryland only.

## Treat Your Office Staff to Time-Saving Resources

CareFirst is here to help you and your office spend more time with your patients and less time working on administrative duties. We have several opportunities for your office to verify benefits, eligibility and claim status in-house:

### **CareFirst Direct**

Our self-service portal is accessible 24/7. Your office can use our provider portal to verify eligibility and benefits, check and submit inquiries on your claims, retrieve copies of notice of payments and even download a copy of your office's fee schedule.

You can find the dental primary care provider (PCP) assignment for your dental health maintenance organization (DHMO) patients, pull frequencies/dental covered history for each of your patients, find out member-specific maximum and deductible utilization or even download benefit faxes for each of your patients.

We make sure your transactions on the provider portal are timestamped, so you can rest easy about the information you are pulling for your patients. You can register for our provider portal by visiting [carefirst.com/carefirstdirect](https://carefirst.com/carefirstdirect).

### **CareFirst On Call**

CareFirst on Call, our interactive voice response unit, can assist with eligibility, claim status and benefit information. It also has a fax back option as well, which gives your office detailed documentation of the information discussed on the call.

Stay tuned for enhancements to CareFirst on Call later this year; for now, you can access our [CareFirst on Call Reference Card](#) by going to [carefirst.com/manualsandguides](https://carefirst.com/manualsandguides) then selecting Quick Reference Guides.

Most importantly, CareFirst dedicated specialists are always available to provide in-person training on our self-service tools and educational materials or help with navigating and registering for our portal. You can find your dedicated Provider Relations Specialist by visiting [carefirst.com/providerrep](https://carefirst.com/providerrep).

## Did You Know...

If your office submits claims electronically through a clearinghouse and has a practice management system, you may already have access to view eligibility, benefits and claim status through standard Health Insurance Portability and Accountability Act (HIPAA) transactions.

HIPAA transactions are essentially data conversations between your office and CareFirst.

Your office can submit an eligibility request and CareFirst will respond with an eligibility response through your practice management system. The same applies for claim status, benefit and remittance transactions. Contact your clearinghouse to determine if you have access to these transactions.

If you currently do not submit electronically and are interested in doing so, we strongly recommend you contact one of our preferred clearinghouses to get set up. This could potentially result in significant administrative savings for your practice. More information can be found at [carefirst.com/dentaledi](https://carefirst.com/dentaledi).

## Stay up to date with our Recredentialing Initiative

In an effort to keep CareFirst's provider records as accurate as possible, we are actively engaging offices to update their provider files. Your office's contract with us requires that all practitioners successfully complete recredentialing every three years. To this end, you may receive correspondence from us, or a phone call from your Dental Provider Networks and Credentialing team, asking you to re-verify your credentials for our records.

A few tips to ensure your recredentialing runs smoothly:

- Please complete the recredentialing application in full when it's requested by CareFirst or our Credentialing Verification Organization vendor. If a section does not apply to your practice, simply indicate N/A in that area.
- All practitioners in a practice must be credentialed.
- Be sure to include all required documentation (refer to Required Documents for Dental Credentialing, available online at [carefirst.com/dentalcredentialing](https://carefirst.com/dentalcredentialing)) and ensure dated material is current and not due to expire within the next 30 days.

If you have any questions at all, our Dental Provider Networks and Credentialing Team will be more than happy to assist you; you can contact them at 443-921-0676 or email at [dentalcontracting@carefirst.com](mailto:dentalcontracting@carefirst.com).

## CareFirst's Annual Dental Symposium Focuses on Selected Topics in Oral and Maxillofacial Surgery

Did you miss this year's continuing education seminar? [Watch](#) this video to see what you missed.

### Bridging the Dental Medical Dental Gap

#### From the Office of Dr. Lerner — It's all about You!

There is no doubt that you are the practitioner with the live patient in your chair, so you know

what the clinical presentation is in three dimension and living color.

Although CareFirst has a team of licensed dentists reviewing claims from a clinical perspective to allocate the dental benefits appropriately, we rely on you to share with us your view of the patient and his/her condition.

We want to do our best to see what you see, so please help us help you. As an example, your patient presents with an old occlusal restoration on #30. The margins might look suspect, and perhaps there are some craze lines that you think could be fractures of the cusps. Maybe the filling and any recurrent decay has undermined more tooth structure than is visible on a black and white and gray X-ray but only you can see that. If you photograph the area prior to preparation and then after all old restorations and decay are removed, it may be much clearer to you, your patient and our dental reviewers that a buildup and crown are necessary to restore this tooth.

Submitting that claim with a diagnostic periapical, intraoral photo and a short narrative to describe the condition we are viewing provides CareFirst more of a dentist's view of the tooth's situation. The claim will be reviewed using the best information, ultimately speeding up the entire adjudication process for both you and your patient.

## Promote Healthy Teeth with Your Patients

Everyone benefits when your patients prioritize their oral health. CareFirst has several helpful resources for your office to share with your patients while they wait to be seen. Oral health is about more than just your teeth and we encourage you to bridge the gap with your patients when it comes to the connection between the health of your patients' mouths and their overall health.

- [A Healthy Mouth Keeps Your Heart Happy](#)
- [Better Oral Health for a Healthier Pregnancy](#)
- [Caring for your Baby's First Teeth](#)
- [Diabetes? Good Oral Health Can Lower Your Medical Bills](#)
- [Got a Cavity? You Have Options](#)
- [Gum Disease – Are You At Risk?](#)
- [Oral Health in Numbers](#)
- [Quiz: Brush Up on Your Dental Knowledge](#)
- [Reasons to Kick Your Tobacco Habit](#)
- [Tooth Fairy Certificate](#)