

# Blue Impressions

CareFirst   
Family of health care plans

## Dental News & Updates

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Serving Maryland, the District of Columbia and portions of Virginia, CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. and Group Hospitalization and Medical Services, Inc. In the District of Columbia and Maryland, CareFirst MedPlus is the business name of First Care, Inc. In Virginia, CareFirst MedPlus is the business name of First Care, Inc. of Maryland (Used in VA by: First Care, Inc.). First Care, Inc., CareFirst of Maryland, Inc., Group Hospitalization and Medical Services, Inc., CareFirst BlueChoice, Inc. and The Dental Network are independent licensees of the Blue Cross and Blue Shield Association. The Blue Cross® and Blue Shield® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

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

## What's Happening?

### A Thank You to Our Dental Provider Community

Since March, each of us has felt the effects and day-to-day disruptions of COVID-19 in our personal and professional lives. CareFirst wants to thank our dentists, dental hygienists, dental assistants and office staff. You have tirelessly and persistently focused on adjusting your schedules, budgets and offices to accommodate and ensure the safety of your patients.

As we venture together into this new version of normal, we want to take a moment and personally acknowledge the sacrifices your office has made. From donating your own personal protective equipment to shifting around appointments and physical office spaces in accordance with safe re-opening measures, you have gone above and beyond to provide exceptional patient care.

Thank you for continuing to prioritize excellent care for your patients during these uncertain times, and for updating your office protocols to adapt to the additional protection you now offer your patients.

### CareFirst Enters the Medicare Advantage Market January 1, 2021

If you participate in CareFirst's Medicare Advantage network you can start seeing CareFirst Medicare Advantage members for dental services beginning on January 1, 2021. In November we began offering virtual training webinars to help you learn more about our two plans: CareFirst BlueCross BlueShield Advantage Core (HMO) and CareFirst BlueCross BlueShield Advantage Enhanced (HMO).

- Training provides an overview of the new CareFirst BlueCross BlueShield Medicare Advantage Plans with embedded dental benefits, relevant information about your patients' member identification cards, and tips on accessing eligibility, benefits and claim status.
- This course is designed for administrative staff.
- Register today by clicking the date and time of the session you would like to attend.
  - [December 9, 2020 – 10:00-11:30 p.m.](#)
  - [December 10, 2020 – 10:00-11:30 a.m.](#)
  - [December 14, 2020 – 3:00-4:30 p.m.](#)
  - [December 18, 2020 – 12:00-1:30 p.m.](#)

#### Additional Resources and Support:

- **Forms & Resources**—You'll be able to find helpful resources for your office staff at [carefirst.com/providerguides](https://carefirst.com/providerguides). (Guides will be updated with Medicare Advantage content by January 1, 2021.)
- **CareFirst's Online Center for Provider Education & Training**—[carefirst.com/cpet](https://carefirst.com/cpet)

- **Ongoing Support**—If you have any questions or need additional support, please contact your [Provider Relations Representative](#) for assistance.

We're excited and ready to serve the needs of Medicare enrollees in Maryland, and we truly value your partnership and participation in our mission to provide care to our members, your patients, through all the stages of life.

If you have any questions, feel free to reach out to your provider relations representative whose contact information can be found at [carefirst.com/providerrep](https://carefirst.com/providerrep).

## Fee Schedule Increase Effective November 1

On November 1, 2020, CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (CareFirst) implemented a financial increase to our dental services reimbursement allowances.

The new reimbursement allowances are effective for dates of service on and after November 1, 2020. These changes apply to the CareFirst networks referenced on the fee schedule that was mailed to your office on September 1, 2020. Refer to your agreement to determine how these changes impact your specific contract terms. Please contact your [Provider Relations Specialist](#) if you need a copy of your letter or have questions.

## Consider Making Your Office Paperless

The new year is just around the corner. There's no better time than now to think about ways to make your office more efficient. CareFirst has been making strides to use less paper, and we want your office to join us in our ongoing effort to go green. Here are several ways you can use less paper in your office.

### Use CareFirst Direct

[CareFirst Direct](#) allows you to download and save complete benefit breakdowns, membership ID cards, remittances and fee schedules. Keep electronic records for each of your CareFirst patients to free up physical space in your office and possibly save money in the long run.

### Submit Claims Electronically

If you don't yet submit claims electronically through your practice management system, we recommend you contact one of our three preferred clearinghouses. Visit [carefirst.com/dentaledi](https://carefirst.com/dentaledi) for more info. Submitting claims electronically can save your office time, money and resources.

### Enroll in Electronic Remittance Advice and Electronic Funds Transfer Capabilities

Instead of receiving a paper Notice of Payment and a physical paper check, your office can opt for electronic payments from CareFirst. Contact your [clearinghouse administrator](#) for more information on enrolling in either (or both) of these capabilities.

## Why Go Paperless?

Going paperless is an easy step in making your office more environmentally friendly. Ditching paper also means less clutter, faster turnaround times, a reduction in office waste and increased accessibility to patient records.

## FEP BlueDental becomes Blue Cross Blue Shield Federal Dental

Effective January 1, 2021, FEP BlueDental will adopt a new name: Blue Cross Blue Shield Federal Dental. This plan, which typically is administered as a supplemental secondary dental benefit package for federal employees and their families, will continue to be offered by Blue Cross and Blue Shield—it will just operate under a different name.

Existing plan members will retain their membership identification cards that display the FEP BlueDental logo. Upon renewal, they will receive their new card which will have the new Blue Cross Blue Shield Federal Dental logo with the GRID indicator. All FEP dental members are eligible for GRID benefits effective January 1, 2021 regardless of their membership card.

New plan members will receive a new membership identification card that contains the new Blue Cross Blue Shield Federal Dental logo\*. These members are eligible to receive in-network dental care from GRID providers effective January 1, 2021.

The way your office does business with us will not change. Your reimbursement will still be equal to your GRID+, or Traditional, allowed benefits. You can find these fees on your current CareFirst fee schedule under the Traditional/GRID+column, and you will still contact the same service unit for escalated questions (855-504-BLUE or 855-504-2583).

\*Health Care Service Corporation (HCSC) is an Independent Licensee of the Blue Cross and Blue Shield Association, operating through the Blue Cross and Blue Shield Plans in Illinois, Montana, New Mexico, Oklahoma and Texas.

Members will have membership ID cards containing a Blue Cross Blue Shield logo from their Illinois, Montana, New Mexico, Oklahoma or Texas BlueCross BlueShield plan.

## Teledentistry Coverage Extended

CareFirst is committed to keeping you up to date on the steps we're taking to meet the health needs of the members and the communities we serve during the ongoing pandemic.

We're extending teledentistry coverage for problem-focused dental evaluations and follow-ups using the teledentistry code for synchronous visits (D9995). For information on *how* to bill CareFirst for these encounters, please visit our Coronavirus Resource Center's [telemedicine section](#).

## Save the Date for CareFirst's 2021 Continuing Education Seminar

Mark your calendars for September 24, 2021. CareFirst is planning to host our continuing education seminar with keynote speaker, Assistant Surgeon General Dr. Tim Hicks. More information to come, so make sure you [stay connected](#) with us for updates.

## CareFirst Office Closings

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

- Friday, December 25 – Christmas Day
- Friday, January 1 – New Year’s Day
- Monday, January 18 – Martin Luther King, Jr. Day
- Monday, February 15 – President’s Day

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

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## Coding Corner

### Search for Your Patients’ Dental Benefits by CDT Code on CareFirst Direct

Searching for your patients’ dental benefits has never been easier on CareFirst Direct.

In November, CareFirst implemented a new tool on CareFirst Direct that allows you to search for all applicable Current Dental Terminology (CDT) codes. We’ve also rearranged the service categories on your patients’ eligibility summary screens to reflect ADA categories for ease of searching.

**Benefits**

[View Dental Benefits](#) 

**CDT Service Categories**

- [Diagnostic \(D0100 - D0999\)](#)
- [Preventive \(D1000 - D1999\)](#)
- [Restorative \(D2000 - D2999\)](#)
- [Endodontics \(D3000 - D3999\)](#)
- [Periodontics \(D4000 - D4999\)](#)
- [Prosthodontics, Removable \(D5000 - D5899\)](#)
- [Maxillofacial Prosthetics \(D5900 - D5999\)](#)
- [Implant Services \(D6000 - D6199\)](#)
- [Prosthodontics, Fixed \(D6200 - D6999\)](#)
- [Oral And Maxillofacial Surgery \(D7000 - D7999\)](#)
- [Orthodontics \(D8000 - D8999\)](#)
- [Adjunctive General Services \(D9000 - D9999\)](#)

**Search by HIPAA Service Types**

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**Search by Procedure Code(s)** ?

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## Questions?

Contact your [Provider Relations Specialist](#).

## Update on Clinical Determinations for Select Endodontic Procedures

Effective March 1, 2021, claims for CDT codes D3331, D3332, D3333 will be denied as inclusive to the primary endodontic therapy procedure.

Clearance of obstructions during endodontic treatment (D3331) is integral to root canal therapy. The ADA CDT companion coding book notes that D3331 is often overused and is meant to be used rarely and in extremely difficult cases. For example, D3331 may be appropriate to use when the root is more than 50% calcified or when a file has separated while another dentist was

working on the tooth. If this is the case, be sure to document and provide imaging in an appeal.

Similarly, incomplete endodontic therapy for inoperable, unrestorable or fractured teeth (D3332) would be rare, as the decision to restore the tooth should be determined prior to beginning the endodontic procedure. Teeth with poor 5-year prognoses or significant challenges to restore are not appropriate for benefit allowance. If the situation you encounter occurs either as a surprise or because of long timeframes between appointments, you may appeal the denial with supporting documentation and history. However, there is no guarantee that the appeal will be overturned by our dental consultants.

Non-surgical sealing of perforations or other root repairs (D3333) due to resorption or decay will require additional information detailing the history, rationale and materials upon appeal.

## Update on Clinical Determinations for Select Periodontic Procedures

As of January 1, 2021, CareFirst will allow a benefit for each additional contiguous tooth, implant or edentulous tooth position in the same soft tissue graft site, at 50% of the fee for the initial site/tooth for the following gingival graft surgeries:

- D4278 (free soft tissue graft)
- D4283 (autogenous connective tissue graft procedure)
- D4285 (non-autogenous connective tissue graft)

Previously, these procedure codes were denied when submitted. Please submit contiguous sites for soft tissue graft surgery with the appropriate codes. Review your fee schedule to see the anticipated payment from CareFirst to assist in properly charging your patient for his/her share of the cost.

## Your Guide to CDT Updates for 2021—Additions and Deletions

The following charts list the American Dental Association's (ADA) CDT 2021 code changes that reflect additions and deletions, effective January 1, 2021.

- [Additions for 2021 covered services](#)
- [Additions for 2021 non-covered services](#)
- [Deletions for 2021](#)