

BlueImpressions

CareFirst 
Family of health care plans

Dental News & Updates

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What's Happening?

From the Desk of Dr. Cheryl Lerner

I hope you are all staying safe in this crisis, including when you go in to treat your emergent and urgent patient issues at the office. As you may be aware, we had to regrettably postpone our annual continuing education (CE) seminar in April. My team and I are working to reschedule this event and will communicate the details once they are available.

In the meantime, we are continuing to share information and updates on our [CareFirst Coronavirus Resource Center](#). You can also follow us on social media. Be sure to take advantage of teledentistry—a real-time, face-to-face visit over video chat—to assess and triage patient care. Sometimes, just the appropriate calming words from you will make a world of difference to an anxious patient. If you have questions, reach out to your [provider relations representative](#) for assistance.

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.

The [American Dental Association](#) and [Maryland State Dental Association](#) websites include dental-specific information with incredible detail, including recent webinars on topics related to telemedicine. They are open to members and non-members alike, as this wealth of knowledge is important to keep us all safe.

Thank you all for your generosity in sharing your PPE with the frontline medical teams and also for taking extra precautions to see patients who need you at your offices. CareFirst is up and running to support claims processing for treatment that is being rendered during this time. And if you are a little behind in your paperwork, now is a great time to look at treatment plans and send in pre-treatment estimates. As always, be sure to include as much detail and supporting documentation as you can.

Take good care of yourselves and your loved ones.



Cheryl A. Lerner, DMD
Dental Director

CareFirst Releases Personal Protective Equipment Reimbursement Guidance

CareFirst understands the economic demands and financial pressures dentists are facing because of COVID-19. To support dental practices and their efforts to maintain a high level of safety, as has been recommended by the Centers for Disease Control and the American Dental Association, and to keep patient costs from spiking, CareFirst will reimburse \$7 per claim per date of service for personal protective equipment. This reimbursement is for dates of service from June 1 through August 31, 2020, and is limited to once per patient, per provider, per day. During this time period, claims should be submitted with code D1999 and must include the primary service(s) performed.

Please check our [Coronavirus Resource Center](#) frequently as information and guidance is evolving. If you have questions that are not answered on our website, please contact your [Provider Relations Specialist](#).

CareFirst Updates Process for Orthodontic ACA Pre-Treatment Estimates

The Office of the Dental Director mailed a notice to our participating orthodontists on April 2 informing them of a process change CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (CareFirst) implemented to ensure the safety of our providers and orthodontic consultants.

Effective immediately, CareFirst will no longer accept or handle stone/plaster models for orthodontic cases. All information will need to be sent electronically or on paper, with images and documents that are scannable and diagnostic. As of April 1, all models will be returned to the office accompanied by a request for digital representation. We will not open models for review.

If you have recently sent us models and documentation for a case, we will not be able to prepare

the case for review. Please resubmit digitally, as detailed below, so that we can review it in a timely manner. Otherwise, we will not be able to review your case until after the public emergency orders are lifted.

For those practices that have been sending the study models along with the radiographs and paperwork, you will need to take photographs of those models so that our orthodontist claims reviewers can visualize and measure for tabulating in the [Salzmann Evaluation Form for Orthodontic Services](#) or [Handicapping Labio-Lingual Deviations \(HLD\) Orthodontic Treatment Score Sheet](#) indices.

We understand that not all practices have digital scanning software. Those that do not have the software can take photographs of the actual models and send orthodontic cases for review to:

Mail Administrator

P.O. Box 14115

Lexington, KY 40512

If you have any questions about this new process, please reach out to Wendy Bostic, RDH, at wendy.bostic@carefirst.com or 410-528-7892.

Don't Forget to Recredential with CareFirst

In compliance with state regulations and accrediting bodies, CareFirst requires all practitioners in each provider group to complete our recredentialing process every three years.

You will be contacted by CareFirst's recredentialing vendor six months prior to your recredentialing due date. The vendor will instruct you on how to submit your paperwork and complete the process. By doing so, you are ensuring CareFirst has the most up-to-date information for your practice.

We appreciate your cooperation and encourage you to contact the Dental Provider Networks and Credentialing Team at 443-921-0676 or dentalcontracting@carefirst.com if you have questions.

CareFirst is Recruiting for New Dental Provider Network

CareFirst plans to enter the Medicare Advantage market on January 1, 2021 through our affiliate entity, CareFirst Advantage, Inc. We began recruiting for our Medicare Advantage dental network this spring. If you are interested in learning more about joining this new provider network, please contact your [Provider Relations Specialist](#).

CareFirst Office Closings

CareFirst, CareFirst BlueChoice and The Dental Network will be closed Friday, July 3 in observance of Fourth of July and Monday, Sept. 7 in observance of Labor 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.

Coding Corner

CareFirst Dental Telemedicine Coverage

As dental offices reopen for comprehensive care, CareFirst will continue to cover telemedicine visits for problem-focused dental evaluations and follow ups using the teledentistry code for synchronous visits (D9995). CareFirst dental members will pay the same cost they would for an in-office problem-focused appointment.

Complete details, including how to bill for telemedicine visits, can be found in the Telemedicine/Dentists section of the [Healthcare Providers page](#) on our Coronavirus Resource Center.
