

Blue Impressions

CareFirst 
Family of health care plans

Dental News & Updates

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What's Happening?

CareFirst Cancels 2020 CE Symposium

During this challenging time, CareFirst's primary concern is the health of our community. Based on the evolving CDC guidelines for COVID-19 precautions, we are cancelling our CE event that was to be held on Friday, April 3, 2020 at our Canton, Columbia Crossing and Fairfax locations. We look forward to identifying a future date for our annual CE Symposium and will update you on our progress over time. As this situation unfolds, we will continue to share information and updates on our [website](#).

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.

CareFirst Recruiting for New Dental Provider Network

CareFirst BlueCross BlueShield's (CareFirst) plans to enter the Medicare Advantage market on January 1, 2021 through our affiliate entity, CareFirst Advantage, Inc. This spring we will begin recruiting for our Medicare Advantage dental network. Be on the lookout for a letter from CareFirst with details on how you can join our network. If you have questions, please contact your [Provider Relations Specialist](#).

Three Provider Portal Security Tips

Data security is paramount at CareFirst. While our Provider Portal (CareFirst Direct) is your go-to channel for data collaboration and self-service, it still houses your patients' protected health information (PHI), and it's up to all of us to safeguard it.

To protect your patients and help us protect our members, we ask that you make these three portal security tips a regular habit for your office.

1. Use Unique Logins

The importance of using strong usernames and passwords is more important than ever as the number of self-service resources increases. When creating usernames and passwords, we recommend using words and numbers that don't have personal significance to you. Data like names of family members or pets, and numbers that represent birthdays or phone numbers can be especially risky, as these are publicly available and easily accessible to hackers. Creating longer, more complex passwords and changing them regularly can greatly improve the security of your online portal access.

2. Benefit from our Multi-Factor Authentication

Passwords aren't as secure as they used to be. During the registration process, the portal requests two forms of communication to ensure that multiple levels of authentication are confirmed. This allows CareFirst to verify the devices you are using to access patients' protected information and reinforces the protection from your passwords. You may be prompted by the portal to verify your identity when a new device is being used, and at any time periodically.

3. Conduct Annual Access Reviews

Keeping access open too long can be risky for your patients' PHI. A new feature for Portal Admins is our "Conduct Access Review" feature, which allows the User Admin to take an annual account of their office's access. The User Admin approves and denies new user requests from within the office, and changes access as needed. CareFirst highly recommends designating one user from the office to have that administrative access. The link to *User*

Management can be found in the top right corner of the portal's home page. If this role has not yet been set up, we recommend contacting your [Provider Relations Specialist](#).

Stay Tuned—CareFirst is Updating our Provider Manual

CareFirst is committed to giving you the tools needed to easily do business with us so you can focus on giving your patients the best care. This year we are redesigning our dental provider manual. Expect to see a more comprehensive resource for all touchpoints your office has with CareFirst, organized in an easy-to-read and easy-to-access format. We are excited to share these changes with you when they are finalized. The new manual will be available this fall. The current version can be accessed at carefirst.com/dentalmanual.

CareFirst Office Closings

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

- Monday, May 25 in observance of Memorial 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's 2020 Clinical Criteria is Available Online

CareFirst's Dental Criteria has been updated. The Dental Clinical Criteria are based on 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 landing page](#).

Dental Fee Schedules are Now Available

Current Dental Terminology (CDT) updates have been made to CareFirst's Traditional and PPO fee schedules for 2020. They are available on CareFirst Direct, our online self-service portal at carefirst.com/providerlogin. Log on to [CareFirst Direct](#) and select the Fee Schedule tab on the homepage. You will need administrative access to view the Fee Schedules. If you do not see the Fee Schedule tab, please contact the CareFirst Direct service desk at 877-526-8390.

CareFirst Will Cover Exparel® Beginning in April

To help curb the need for opioids after certain dental procedures, effective April 1 CareFirst will

cover Exparel (D9613) when used in conjunction with impacted wisdom tooth surgery in our Traditional Indemnity, PPO and EPO plans. Exparel is single dose extended release local anesthetic. This medication potentially reduces the need for stronger opioid narcotics for pain management.

Our plans cover D9613, infiltration of sustained release therapeutic drug-single or multiple site, at 100% of our allowed benefit. Please note D9613 is only covered in conjunction with the following procedure codes/diagnoses:

- D7230—Removal of impacted tooth—partially bony
- D7240—Removal of impacted tooth—completely bony
- D7241—Removal of impacted tooth—completely bony, with unusual surgical complications

Claims and Billing

Helpful Hints From the CareFirst Dental Consultants

Here are some tips for providers, directly from the qualified and licensed dental consultants who perform prospective and retrospective review on the claims you submit to CareFirst:

- Use electronic attachments for best images. Attachments submitted through the mail are scanned, which can adversely impact the quality of images that need to be read by our dental consultants. View our current e-attachment vendor capabilities www.carefirst.com/dentaledi.
- For implants and bridgework, submit a full mouth series or high-quality panorex that shows the entire length of the tooth/teeth to be crowned or replaced with implants within the entire arch. We need to see that the teeth to be restored are in good condition, periodontally and endodontically, so current periapicals of those individual teeth are needed. For implant restorations, we need to see that the implant is integrated, with no more than two threads of the implant body superior to the osseous crest.
- If any services are being performed primarily for cosmetic reasons and your patient requests that you submit in case the service may be covered, be sure to include extra detail in the remarks section of your submission or in a letter attached to your submission that speaks to the cosmetic/elective nature of the procedure on the claim. Examples may include additional crowns or veneers to match adjacent new restorations, cosmetic soft tissue surgery, etc.
- Always review the criteria for claims submission in our [Reference Guide for Required Attachments](#), [Clinical Criteria Guidelines](#) and our [Dental Provider Manual](#) for the best guide on

necessary supporting documentation and rationale for coverage, so we can review your claim on the initial submission.