

# BLUE IMPRESSIONS

News for You



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## Noteworthy Stories

### Dental Webinar Recap

In 2022, we began hosting administrative webinars for you and your practice to stay updated on important CareFirst updates and reminders and to give you the opportunity to chat with us. This year, our webinars centered around important topics like:

- Provider Portal Updates
  - Passwordless Authentication
  - Document Center
  - Future Provider Portal Landing Page
  - Self-Service Options for Common Requests
  - Designating a Portal Administrator
- An Overview of the Grid and Grid+ Networks
- Provider Support
  - New Looking for Support Tool
- The Clinical Corner
  - Helpful Tips from CareFirst's Dental Director, Dr. John Gale

If you missed our dental webinar in November 2025, you can check it out [here](#). We encourage you to stay tuned for our first webinar of 2026. If you have any questions about the webinars, reach out to us at [learning@carefirst.com](mailto:learning@carefirst.com).

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### Appointment Times

When you provide dental care to your patients, you not only address critical gaps in their oral health but also make a positive impact on their overall health.

Scheduling patients within the specified timeframes listed below is a crucial part of connecting them with timely and high-quality care. These benchmarks are based on treatment urgency and are required according to your participating contract with CareFirst.

Network accessibility standards	
Appointment type	Time frame
Urgent Dental Care	3 calendar days
Routine Dental Services	45 calendar days
Non-Urgent Specialty Care	60 calendar days

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## New Member ID Cards

As 2025 comes to a close, some CareFirst members will be receiving new member ID numbers and new ID cards. Please remember to request updated member ID cards from your patients when they visit your office.

Member ID cards identify your patients as CareFirst members and give you important information about their covered benefits, along with important Provider Service phone numbers and addresses for claims and correspondence. Make sure to always ask your patients for the newest version of their ID cards when providing services.

Even if members don't have their physical card, they can download it as a PDF and send it to you via their smartphone by using CareFirst's My Account mobile app. Your office can also access many of your patients' newest member ID cards through our Provider Portal (CareFirst Direct). Access [this dental resource](#) for more information.

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## Changes to Blue Cross and Blue Shield (BCBS) Federal Employee Plan (FEP) Dental Coordination of Benefits

Effective November 17, 2025, BCBS FEP Dental updated its claims processing procedures by discontinuing the Coordination of Benefits (COB) estimation. This means, for dental claims processed on or after this date, providers and plans must submit the actual primary payment amount when requesting claims adjustments.

For claims processed before November 17, 2025, with a Primary Estimated Payment indicator (I/977) noted in the explanation of benefits (EOB), adjustment requests will require the provider or plan to supply the primary payment details. Without this information, the claim adjustment will be denied, and a refund request will be issued, asking the payee to return the full payment.

**In summary, BCBS FEP Dental will no longer act as the secondary payer without an Explanation of Benefits from the primary plan.** Providers must now submit all claims to the primary plan first, even if no benefit is expected. The primary plan will then forward the necessary information to BCBS FEP Dental for further processing.

These updates are designed to ensure accurate and efficient processing of dental claims. Providers and plans should review their procedures to comply with the new requirements and avoid delays or denials in claims adjustments.

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## Did You Know?

### Language Services Available for You and Your Patients

Did you know that roughly 9% of CareFirst members in Maryland speak Spanish at home? Visit CareFirst's 2025 [Cultural, Ethnic, Racial and Linguistic Assessment](#) to learn more about CareFirst's service area, our network and how CareFirst meets the needs and preferences of our diverse membership.

Language differences can be a critical barrier to healthcare access, as well as healthcare quality and effective outcomes. The U.S. Department of Justice defines those with limited English proficiency (LEP) as individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.<sup>1</sup>

CareFirst partners with Language Line to provide free language services to people whose primary language is not English. Language Line provides qualified interpreters in languages including Spanish, Mandarin, Korean, and many more.

If you would like to incorporate Language Line services for the CareFirst members you treat, please contact [Provider Services](#) for assistance.

<sup>1</sup> Civil Rights Division of the U.S. Department of Justice Commonly Asked Questions and Answers Regarding Limited English Proficient (LEP) Individuals. [(accessed on 1 December 2013)]; Available online: [https://www.lep.gov/sites/lep/files/media/document/2020-03/042511\\_QA\\_LEP\\_General\\_0.pdf](https://www.lep.gov/sites/lep/files/media/document/2020-03/042511_QA_LEP_General_0.pdf).

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### Take Advantage of Self-Service Tools for Member Eligibility, Benefits and More

CareFirst offers a range of self-service tools that can help you get the information you need more quickly—and without waiting on hold. We urge you to share these tools with your team to make it easier to routinely access the information you need most.

[CareFirst Direct](#) is a convenient option that gives you faster access to the information you need. With CareFirst Direct, you can:

- Make inquiries on your schedule
- Avoid time-consuming phone calls
- Verify eligibility and benefits
- Check claims (includes all claim information: claim number, claim adjustments, claim status, date of service, adjudication date, check/Electronic Funds Transfer date and number)
- Access fee schedules
- Submit claims inquiries
- Access electronic remittances

You can set up a CareFirst Direct account for each tax identification number (TIN) used in your practice. Here are some helpful dental-specific guides to get you started with the Provider Portal:

- [Accessing and Registering for CareFirst Direct](#)
- [Checking Eligibility and Benefits](#)
- [Checking Claims Status](#)
- [Submitting Claims Inquiries in CareFirst Direct](#)
- [Accessing Fee Schedules in CareFirst Direct](#)

All these resources, and more, can be found on the [Learning and Engagement Center](#) under the Dental heading in On-Demand Training.

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## Benefits of Enrolling in Electronic Remittance Advice and Electronic Funds Transfer

If your office has recently adopted electronic submissions as a standard, or if you've been submitting electronic dental claims and want to receive more transactions electronically, now is the time to enroll your office in Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT).

Electronic Remittance Advices are issued with each EFT payment, offering detailed information online and eliminating manual check handling and deposit tasks. ERAs allow you to digitally store your patients' Notices of Payment (NOP), cutting down on paper usage and storage.

Electronic Funds Transfer, or direct deposit, has become a standard payment method across industries, including healthcare. You want fast, secure payments, and EFT delivers funds directly to your account with speed and less hassle.

ERA and EFT capabilities provide efficiency to your office; ERA is delivered directly to your practice management systems, and EFT payments are sent directly to your bank account, typically within hours. Depending on your bank, funds may be available 3–5 business days after a claim is submitted. EFT also removes the risk of lost or stolen checks.

CareFirst has partnered with the following vendors to provide easy access to electronic attachment capabilities:

- [DentalXChange](#) at 800-576-6412
- [Vyne Dental](#) at 800-782-5150

*By clicking the vendor links above, you will leave the CareFirst website and access a vendor website. The vendor is solely responsible for the services it provides.*

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## Working With CareFirst

### Document Center (Secure Messaging is Now Available on CareFirst Direct)

In September's issue of BlueImpressions, we announced the arrival of the Document Center, a new feature in CareFirst Direct. Once logged in, dental providers can access electronic versions of important communications, like:

- New Provider Welcome Letters
- Credentialing Updates
- Fee Schedule Update Letters
- Contract Amendment Notifications

If you need guidance using and navigating the new Document Center, you can access a [brief tutorial](#) that walks you through everything you need to know.

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## New 'Looking for Support' Tool

When you have questions, finding answers isn't always easy. As part of our ongoing commitment to streamline and enhance provider experience, we're excited to share that we're making it easier than ever to navigate the resources, services and contacts you need to efficiently do business with us.

Our [Looking for Support](#) tool can help simplify your access to key support options. By answering a few simple questions, you'll be directed to the options that best meet your specific needs without the hassle of searching multiple pages of information.

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## Holiday Closings

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

- Thursday, December 25—Christmas Day
- Thursday, January 1—New Year's Day
- Monday, January 19—Martin Luther King Jr. Day
- Monday, February 16—Presidents' 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 claims status, eligibility and benefits information.

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## Clinical Corner

### CDT Code Changes for 2026

The following charts list the American Dental Association's Current Dental Terminology (CDT) code additions, deletions and nomenclature changes, effective January 1, 2026. For a complete breakdown of CareFirst's clinical policy on these new codes, visit our [Dental Resource Guide](#) on the provider landing page.

## New Codes

CDT Code	Nomenclature
D0426	collection, preparation, and analysis of saliva sample – point-of-care
D0461	testing for cracked tooth
D1720	influenza vaccine administration
D5877	duplication of complete denture – maxillary
D5878	duplication of complete denture – mandibular
D5909	maxillary guidance prosthesis with guide flange
D5930	maxillary guidance prosthesis without guide flange
D5938	resection prosthesis, maxillary complete removable
D5939	resection prosthesis, mandibular complete removable
D5940	resection prosthesis, maxillary partial removable
D5941	resection prosthesis, mandibular partial removable
D5942	resection prosthesis, maxillary implant/abutment supported removable prosthesis for edentulous arch
D5943	resection prosthesis, mandibular implant/abutment supported removable prosthesis for edentulous arch
D5944	resection prosthesis, maxillary implant/abutment supported removable prosthesis for the partial edentulous arch
D5945	resection prosthesis, mandibular implant/abutment supported removable prosthesis for the partial edentulous arch
D5946	resection prosthesis, maxillary implant/abutment supported fixed prosthesis for edentulous arch
D5947	resection prosthesis, mandibular implant/abutment supported fixed prosthesis for edentulous arch
D5948	resection prosthesis, maxillary implant/abutment supported fixed prosthesis for the partial edentulous arch
D5949	resection prosthesis, mandibular implant/abutment supported fixed prosthesis for the partial edentulous arch

D6049	scaling and debridement of a single implant in the presence of peri-implantitis inflammation, bleeding upon probing and increased pocket depths, including cleaning of the implant surfaces, without flap entry and closure
D6196	removal of an indirect restoration on an implant retained abutment
D6280	implant maintenance procedures when a full arch removable implant/abutment supported denture is removed and reinserted, including cleansing of prosthesis and abutments – per arch
D9128	photobiomodulation therapy – first 15-minute increment, or any portion thereof
D9129	photobiomodulation therapy – each subsequent 15-minute increment, or any portion thereof
D9224	administration of general anesthesia with advanced airway – first 15-minute increment, or any portion thereof
D9225	administration of general anesthesia with advanced airway – each subsequent 15-minute increment, or any portion thereof
D9244	in-office administration of minimal sedation – single drug – enteral
D9245	administration of moderate sedation – enteral
D9246	administration of moderate sedation – non-intravenous parenteral – first 15-minute increment, or any portion thereof
D9247	administration of moderate sedation – non-intravenous parenteral – each subsequent 15-minute increment, or any portion thereof
D9936	cleaning and inspection of occlusal guard – per appliance

### Deleted Codes

CDT Code	Nomenclature
D1352	preventive resin restoration in a moderate to high caries risk patient – permanent tooth
D1705	AstraZeneca Covid-19 vaccine administration – first dose

D1706	AstraZeneca Covid-19 vaccine administration – second dose
D1707	Janssen Covid-19 vaccine administration
D1712	Janssen Covid-19 vaccine administration – booster dose
D9248	non-intravenous conscious sedation

### Nomenclature Changes

CDT Code	Updated Nomenclature
D0180	comprehensive periodontal evaluation - new or established patient
D0417	collection and preparation of saliva sample for laboratory analysis
D0418	analysis of saliva sample - laboratory
D2391	resin-based composite - one surface, posterior
D4263	bone replacement graft - retained natural tooth - first site in quadrant
D4264	bone replacement graft - retained natural tooth - each additional site in quadrant
D5863	overdenture - complete maxillary - natural tooth borne
D5864	overdenture - partial maxillary - natural tooth borne
D5865	overdenture - complete mandibular - natural tooth borne
D5866	overdenture - partial mandibular - natural tooth borne
D5867	replacement of replaceable part of semi-precision or precision attachment of natural tooth borne prosthesis, per attachment
D5876	add metal substructure to acrylic complete denture - per arch
D5934	mandibular guidance prosthesis with guide flange
D5935	mandibular guidance prosthesis without guide flange
D5982	surgical stent for soft tissue healing

D6080	implant maintenance procedures when a full arch fixed prosthesis is removed and reinserted, including cleansing of prosthesis and abutments
D7285	incisional biopsy of oral tissue - hard (bone, tooth)
D7286	incisional biopsy of oral tissue - soft
D9222	administration of deep sedation/general anesthesia - first 15-minute increment, or any portion thereof
D9223	administration of deep sedation/general anesthesia - each subsequent 15-minute increment, or any portion thereof
D9230	administration of nitrous oxide
D9239	administration of moderate sedation - intravenous - first 15-minute increment, or any portion thereof
D9243	administration of moderate sedation - intravenous - each subsequent 15-minute increment, or any portion thereof

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## BlueLink

### Medical Provider Newsletter

Check out our BlueLink medical newsletter, published every two months on our [Provider website](#). From the [newsletter page](#), select *BlueLink* from the menu on the left to display links to the publications.

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