

Blue Impressions

CareFirst 
Family of health care plans

Dental News & Updates

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What's Happening?

CareFirst Administrators (CFA) Provider Support

CareFirst jointly partners with our third-party administrator (TPA), CFA, to provide insurance coverage for employer groups who are looking for a different kind of insurance plan. They set their benefit plan designs using other vendors for use management, care management and covered benefits.

Though CFA membership information is not available through the CareFirst Direct portal, CFA has an interactive voice response system and dedicated provider service representatives to access for your patients' dental benefits, eligibility and claims information by calling 866-945-9839.

CFA member identification cards have the CFA logo on them. Patients' dental member identification cards also include contact information for claims and correspondence on the back.

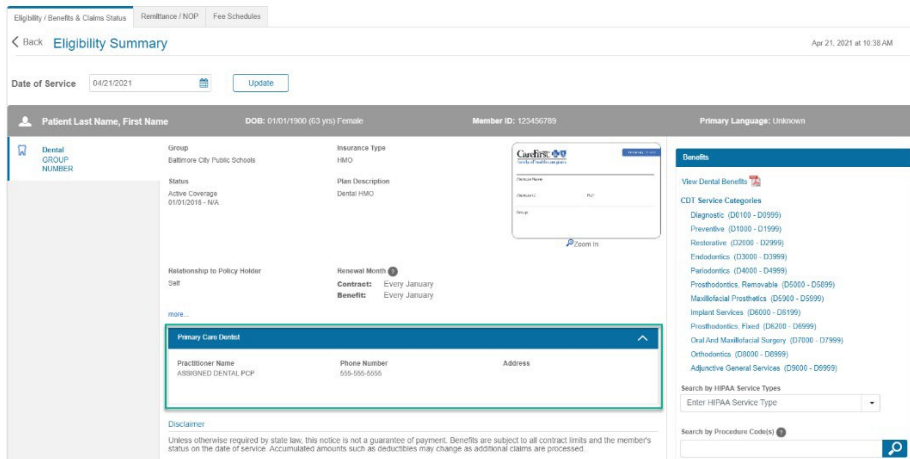
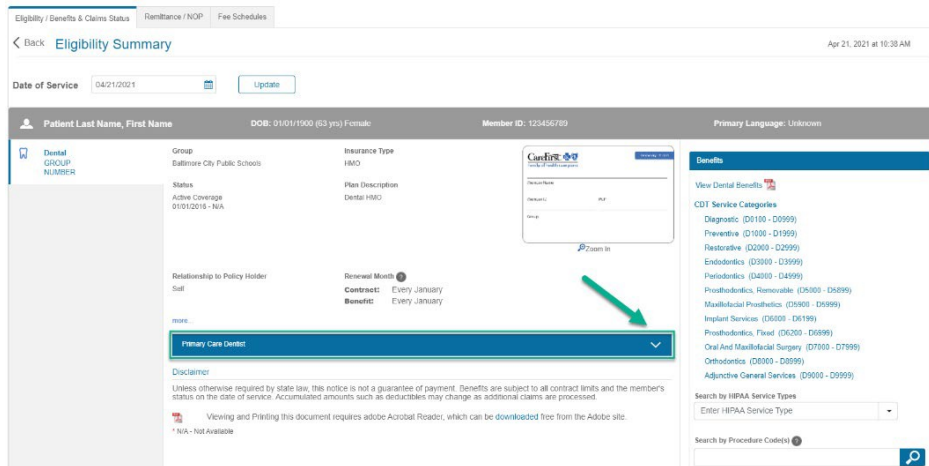
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Dental Health Maintenance Organization (DHMO) Providers: Verify Patient Eligibility Online

In a managed care program, a strong patient and primary care provider (PCP) relationship is the best way to maintain consistent quality dental care. As the primary general dentist, you coordinate all aspects of a member's dental care.

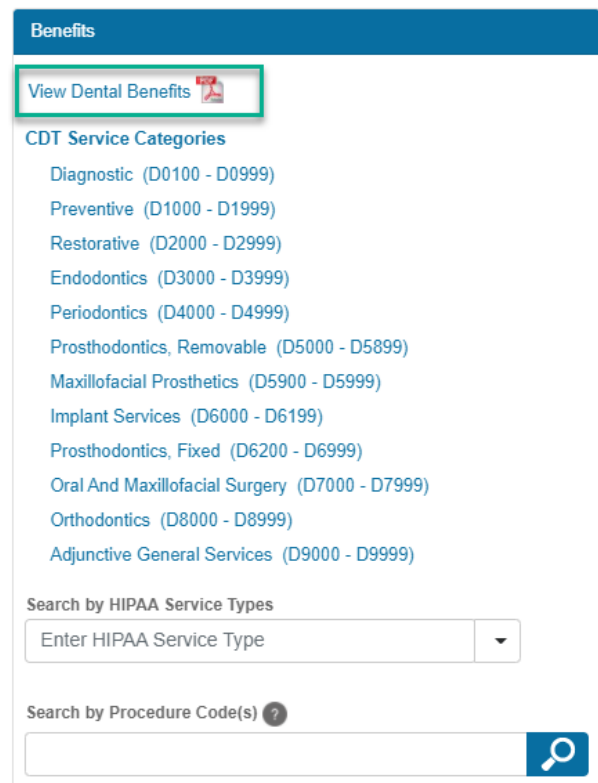
When a member chooses you as their assigned dental PCP and contacts your office to make an appointment, you can verify that they are assigned to your practice in CareFirst Direct in real-time. It is easier, quicker and more efficient than checking your monthly eligibility report.

You can verify eligibility and benefits for your DHMO patients using the same process that you use for your other CareFirst dental patients. Log in to CareFirst Direct using your secure login and password, enter your DHMO patient's subscriber ID and date of birth, and select *Eligibility*. You can verify practice assignment and access a patient's copayment schedule on your patient's *Eligibility Summary* screen.



Helpful Tip:

You can also access your patients' copayment schedules on CareFirst Direct by selecting *View Dental Benefits* on the right-side toolbar.



The screenshot shows a web interface for dental benefits. At the top is a blue header with the word "Benefits". Below it is a button labeled "View Dental Benefits" with a red icon. Underneath is a section titled "CDT Service Categories" with a list of categories and their corresponding code ranges: 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), and Adjunctive General Services (D9000 - D9999). Below the list are two search options: "Search by HIPAA Service Types" with a dropdown menu labeled "Enter HIPAA Service Type", and "Search by Procedure Code(s)" with a search input field and a magnifying glass icon.

CareFirst Directors of Behavioral Health Share Their Thoughts on Coping with the Pandemic

Tips for Maintaining Caregivers' Mental Health

From the desk of Dr. Robert Ciaverelli

During unusual times it is best to be usual. COVID has pressed down on us as caregivers due to its potential lethality and its unrelenting duration. For caretakers and providers, there are two worlds — work and home. At work, we encourage you to continue the preventive procedures that are already in place. As a leader, be proactive in providing support for your staff. They may require unexpected leave and more persistent positivity and support to maintain morale. Also, communicate frequently and debrief with your staff at the end of the day. At home — I like what MedStar has in their Live Well and Healthy program, which includes maintaining healthy eating and sleep habits, engaging in some physical activity, creating a daily routine, and establishing needed boundaries. Remember, if you or your staff are experiencing a persistent negative or fearful response to these times, you have access to hotlines, links and behavioral health professionals to help. I was in Charlottesville last weekend looking at the University of Virginia with my daughter and they had two great motto banners on overpasses — "Stay Strong" and "We Will get Through This." Indeed.

From the desk of Oleg Tarkovsky

What is Resilience?

Resilience is the psychological quality that allows people to be knocked down by life's adversities and come back at least as strong or even tougher than before.

Rather than letting life's difficulties and failures overcome them and drain their tenacity, highly resilient people find a way to change course, emotionally heal and continue moving forward.

What Creates Resilience?

Researchers have identified some of the factors that appear to make a person more resilient, such as a positive attitude, optimism, the ability to regulate emotions and the ability to see failure as a form of feedback.

Optimism, for example, helps blunt the impact of stressors the mind and body experience. Giving people access to their own cognitive resources enables rational analysis of what might have gone wrong and consideration of behaviors that might be more productive.

What Can You do to Build Resilience?

Getting through pain and distress without letting them become overwhelming is not easy for most of us. But psychologists have begun to uncover what more resilient people do to carry on, emotionally and mentally, after experiencing the death of a loved one, a job loss, chronic or acute illness, or another setback.

When the pandemic first hit, did you attribute personal and professional setbacks solely to your own inadequacy — or were you able to identify contributing factors that are specific and temporary? Did you demand perfection from yourself and others — or were you able to accept that life is a mix of ups and downs? In each case, the latter quality is tied to greater levels of resilience.

What are Strategies for Increasing Resilience?

Healthy habits — getting enough sleep, eating well and exercising — will all reduce stress. Reduced stress boosts resilience. Similarly, nurturing close relationships helps individuals both find needed support and offer help when trouble appears for others. Moments of crisis, such as this pandemic, can test our resilience. Turning to friends and loved ones for help and emotional support, increasing self-care and focusing on the aspects of life's challenges that are under your control can help you weather almost any storm.

Essential Tips for Submitting Claims for Federal Employee Program Health Benefit Plan (FEHBP) Enrollees

When you submit claims for your FEHBP patients, it is essential to submit all relevant and required HIPAA data with your claims. Below are some important tips to ensure your dental claims process without any delays:

Please ensure your billing and rendering National Provider Identifier (NPI) is included on all claims.

- Complete the billing information in the section titled Billing Dentist or Dental Entity on the dental claim form.
 - Be sure to include the billing or organizational NPI in box 49 and the billing Tax Identification Number or Social Security Number in box 51.
- Complete the rendering in the section titled Treating Dentist and Treatment Location on the claim form.
 - Be sure to include the rendering or individual NPI in box 54.

BILLING DENTIST OR DENTAL ENTITY (Leave blank if dentist or dental entity is not submitting claim on behalf of the patient or insured/subscriber.)			TREATING DENTIST AND TREATMENT LOCATION INFORMATION	
48. Name, Address, City, State, Zip Code			53. I hereby certify that the procedures as indicated by date are in progress (for procedures that require multiple visits) or have been completed.	
			X _____ Signed (Treating Dentist) Date	
49. NPI	50. License Number	51. SSN or TIN	54. NPI	55. License Number
52. Phone Number () -			56. Address, City, State, Zip Code	56a. Provider Specialty Code
52a. Additional Provider ID		57. Phone Number () -		58. Additional Provider ID

© 2012 American Dental Association
J430 (Same as ADA Dental Claim Form – J431, J432, J433, J434, J430D)

To reorder call 800.947.4746
or go online at adacatalog.org

Make sure that your information is up to date.

- Contact Provider Information and Credentialing (PI&C) if updates, such as dental providers who need to be added or removed from our records, need to be made. Also, notify us of any changes with your physical or remittance addresses.
- Send updates to PI&C via dentalcontracting@carefirst.com or via [CareFirst Direct](#) using our Change in Provider Information form.

Submit your claims electronically.

Submitting patient claims electronically is fast and effective, with no need for stamps or paperwork. It also gives your practice claim submission security. If a claim your office submitted is missing HIPAA-required data, the claim gets returned to your practice management system in an error report provided by your clearinghouse that details the missing or incorrect information.

Education & Training Resources

Mark Your Calendars: CareFirst Virtual Dental Symposium

The 2021 CareFirst Virtual Dental Symposium will take place virtually on Friday, September 24 and Friday, November 5 via Zoom.

This two-webinar event will include renowned speakers like [Dr. Timothy Ricks](#), Assistant US Surgeon General, and [Dr. Barbara Steinberg](#), clinical professor of oral medicine at Drexel University College of Medicine and women's health advocate, along with a panel of dental professional leaders: [Drs. Charles Doring](#), [Janet Yellowitz, DMD](#), and [Deneen Bowlin, MD](#). You and your staff may register for both, or one, of these sessions.

Our webinars will be available this year to both participating providers and their staff at no cost. Attendees will earn six AGD-PACE Continuing Education credit hours total by attending both sessions. Mark your calendars to join us for these important events! Registration will open at the end of July.

Session One: Current Issues in Oral Health with Dr. Timothy Ricks, and Treating Patients with Eating Disorders with Dr. Barbara Steinberg

When: Friday, September 24, 2021

Time: 1:00 to 4:30 p.m.

Credits: Three AGD-PACE Continuing Education credit hours

Session Two: Panel Discussion on the Optimum Dental Treatment of An Aging Patient Population with Drs. Charles Doring, Janet Yellowitz, DMD, and Deneen Bowlin, MD; (additional speaker information coming soon)

When: Friday, November 5, 2021

Time: 1:00 to 4:30 p.m.

Credits: Three AGD-PACE Continuing Education credit hours

The Center for Provider Education (CPE) Landing Page Refresh

CareFirst is constantly looking for ways to improve how we partner with your office. Based on your feedback, CareFirst is redesigning our [Center for Provider Education](#) landing page to meet the demand for high-quality educational resources for you and your staff.

Our goal is to cultivate an educational roadmap for your office based on your strategic needs and driven by your office's healthcare specialties.

Throughout this year, you may begin to see expansions to our CPE landing page. We encourage you to stay tuned as we strive to curate learning opportunities tailored specifically for your offices.

CareFirst Office Closings

Holiday Closings

CareFirst, CareFirst BlueChoice and The Dental Network will be closed on Monday, July 5, for Independence Day, and Monday, September 6, for 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.