

BlueImpressions

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What's Happening?

Help Us Protect Member Information—Cybersecurity Notice for Our Healthcare Delivery Partners

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As healthcare professionals, we are all stewards of personal health information (PHI) and other confidential data. Given geopolitical tensions in Europe, the U.S. government has issued several advisories of heightened risk of cyberattacks. Healthcare organizations are often among the most targeted groups for attacks. Therefore, we want to call your attention to some best practices so we can work together to protect data and information technology in the communities we serve.

- Know and follow your organization's security policies and procedures.
- Work with your IT or network professionals to frequently update and run anti-virus software.
- Create and update complex passwords; consider enabling multifactor authentication where possible.
- Be cautious about clicking embedded links or opening attachments from unknown senders. Do not forward suspicious emails to others.
- Protect patient data by monitoring and updating who has access to the CareFirst Provider Portal and CareFirst Direct on behalf of your organization. (Refer to this [interactive course](#) on how to conduct User Access Reviews).
- If your office does not currently have a User Administrator on CareFirst Direct, we encourage you to contact the CareFirst Direct Help Desk at 877-526-8390 to initiate that process.
- Each user must have their own user ID and password for the CareFirst Provider Portal. Do not share user IDs and passwords with coworkers.
- When emailing CareFirst representatives, always send PHI and other sensitive information to us securely.
- Be sure to subscribe to our email notifications so you receive all updates in a timely manner.
- Contact CareFirst's Help Desk at 877-526-8390 if you receive a potentially suspicious email from us.
- Contact [Provider Service](#) if you are asked to provide member information from an unknown source. They can help validate the request.

Refer to our [Provider Manual](#) for more information on CareFirst's policies and procedures. Thank you for taking steps to safeguard shared data and technology.

Note: In compliance with federal requirements, we work with the vendor, Atlas each year to collect dental records and verify practice data. Practices are alerted to these efforts via letter and [BlueImpressions](#) articles. You can also reach out to your [Provider Relations Representative](#) if you have questions about any of these initiatives.

Avoid the Dreaded "Additional Information Needed"

When your office submits claims or pre-treatment estimates (PTEs) with supporting documentation for review, they are checked for eligibility and available benefits by our claims examiners and then sent to our consulting team. This team is a group of licensed dentists who have been certified by the Maryland Insurance Administration as Private Review Agents. Each of the dentists on our consultant team has practiced for many years. Their decisions are based solely on the information you share with CareFirst. While they have significant clinical experience

treating patients, your patient is not in their chair. It is important that you clearly represent the clinical presentation as best possible through radiographs, photographs, charting and narratives so that our consultants can determine the benefit allocation appropriately.

When information is missing or images are not clear, you will receive a request for more or better information. We suggest you submit PTEs electronically and include additional pictures or messages so you can avoid frustrating back-and-forth. Imagine you are getting a second opinion from another dentist: you need to represent the patient in the most accurate way possible.

If you have questions, you can send us an email at CantonDentalAdverseDeterminations@carefirst.com.

Internet Explorer No Longer Supported on CareFirst Applications

Recently, Microsoft announced that it will stop supporting the Microsoft 365 platform on Internet Explorer. This means that certain functions will not work when you view our on-demand training modules or when you access CareFirst Direct using Internet Explorer.

Going forward, please use another browser that supports Microsoft 365—such as Microsoft Edge or Google Chrome—when working with CareFirst.

Education & Training Resources

LGBTQ+ Cultural Competency Course

CareFirst is committed to ensuring the excellent service our members have come to expect, and to amplifying the voices of our diverse community members. As a result, CareFirst is taking steps to enhance the quality of care for our LGBTQ+ members. In honor of PRIDE month, CareFirst is proud to announce the release of our [LGBTQ+ Cultural Competency course](#). You can find this and many other educational resources on our [Learning and Engagement Center](#).

Review the Latest Changes to the CareFirst Provider Manual

To keep you informed of changes and improvements, CareFirst has updated our [Dental Provider Manual](#). Updates were made to the following chapter:

- Chapter 8: updated Medicare Advantage Appeals language.

What's Next?

We want to ensure that our Learning and Engagement Center meets your needs. This means we want to hear from you. Send an email to learning@carefirst.com with suggestions of what you would like to see on the site at carefirst.com/learning.

Coding Corner

CareFirst Policy Change to D9613

Please note the CareFirst policy change when citing the following American Dental Association (ADA) CDT code:

D9613—Infiltration of Sustained Release Therapeutic Drug

CareFirst feels strongly that injecting liposomal bupivacaine into surgical sites for bony impacted wisdom teeth helps reduce the need to prescribe opioid medication for pain control in younger patients. Effective May 1, 2022, the descriptor of CDT code D9613, Infiltration of Sustained Release Therapeutic Drug, was changed from “single or multiple sites” to “per quadrant”.

Policy Change—In 2021, we set an initial fee for this procedure to cover labor and the cost of a vial of medication based on the use per date of service. We encourage you to submit services you perform (i.e., include each quadrant on the claim into which you have injected the anesthetic). We will pay our previously set (single or multiple site) fee on the first quadrant to cover the cost of the long-term anesthetic material plus the time taken to administer it for up to four quadrants. Additional quadrants beyond the first one will be considered inclusive for reimbursement. No additional payment will be made regardless of how many sites receive the injection(s).

Reminder: Use D0145 When Submitting Routine Evaluation Claims for Patients Under Age Three

D0145—Oral Evaluation for a Patient Under Three Years of Age and Counseling with Primary Caregiver

Children under three years of age benefit greatly from a screening and consultation with the family or pediatric dentist. The ADA has a code specific to patients in this younger age bracket (D0145), that compiles the various parts of an evaluation and counseling with the caregiver on nutrition, oral home care, etc. CareFirst recognizes the CDT codes and their descriptors and notes that the code for a comprehensive (D0150) or routine (D0120) dental exam is intended for the older children and adults. If your patient is less than 36 months old, the proper code to submit for a routine evaluation is D0145. Benefits will not be allowed for codes D0120 and D0150 for those younger patients.

CareFirst Office Closings

Holiday Closings

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

- Monday, July 4: Independence Day
- Monday, September 5: Labor Day

You should expect to see longer 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.