

# BLUE IMPRESSIONS

News for You



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## Did You Know?

### Oral Surgery: Managing Post-Extraction Pain

Management of post-extraction pain is an important part of dental practice. [This systematic review and meta-analysis](#) compiled results from 82 randomized controlled trials. Its purpose was to evaluate pain control after extraction using 10 interventions including acetaminophen, non-steroidal anti-inflammatory drugs (NSAIDs), opioids and combinations compared with placebo. Most of the included studies demonstrated that ibuprofen 200 to 400 mg plus acetaminophen 500 to 1000 mg, acetaminophen 650 mg plus oxycodone 10 mg, ibuprofen 400 mg, and naproxen 400 to 440 mg were the most effective interventions.

The review concluded that the combination of acetaminophen and NSAIDs (such as ibuprofen) was the most effective intervention for post-extraction pain, performing better than combination therapy with acetaminophen and opioids. The most ineffective intervention was the use of opioids alone.

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## Of Interest

### Fluoride Benefit Enhancement

According to the National Institutes of Health, children, teenagers, and adults benefit from incorporating fluoride application into their daily routine. For that reason, we have added “fluoride for all ages” as an enhanced benefit to most of our dental plans.

To confirm whether a member's plan includes this benefit, use CareFirst Direct to check their benefit summary. Select the “View Dental Benefits” PDF icon on the Eligibility Summary page to view the plan summaries, which have been updated to read **\*\*Effective 8/1/21 – topical fluoride age limit no longer applies\*\*** for plans that contain this new enhancement.

PATIENT LAST NAME, FIRST NAME    DOB: XXXXX/XXX (99 yrs) Male    Member ID: XXXXXXXX    Primary Language: N/A

Medical    Group: EMPLOYER GROUP    Insurance Type: PPO

Dental    Status: Active Coverage 01/01/2011 - N/A    Plan Description: Preferred Dental

Vision

Pharmacy

Relationship to Policy Holder: Self    Renewal Month: Every January

Contract: Every January    Benefit: Every January

more...

	In-Network		Out Of Network	
	Individual	Family	Individual	Family
Deductible	\$0.00 remaining of \$25.00	\$50.00 remaining of \$75.00		
Out of Pocket	N/A	N/A		
Annual Max	\$894.60 remaining of \$1,000.00			
Ortho Lifetime Max	\$1,500.00 remaining of \$1,500.00			
Ortho Annual Max	N/A			

Please refer to Benefit Details PDF for age limitations and exclusions.

Dental History - Policy Specific Limitations

Benefit	Benefit Frequency	#Used	#Remaining
Periodic Oral Exam	2 per benefit period	0 applied	2 remaining
Bitewing Radiographs	2 per benefit period	0 applied	2 remaining
Routine Prophylaxis	2 per benefit period	0 applied	2 remaining
Topical Fluoride (age limit may apply)	2 per benefit period	0 applied	2 remaining
Periodontal Maintenance	2 per benefit period	0 applied	2 remaining
Full Mouth Series or Panoramic Film	1 per 36 months		Last Service Date: 09/27/2022

View Dental Benefits

**Benefits**

View Dental Benefits

CDT Service Categories

- 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)
- Adjunctive General Services (D9000 - D9999)

Search by HIPAA Service Types

Enter HIPAA Service Type

Search by Procedure Code(s)

I would like to

View Claims

Prior Auth/Notifications

Select One

Dental FAQ's

New Member Search

You can also view this benefit enhancement by searching for the code-specific frequencies and limitations on the "Benefits" sidebar to the right of the eligibility summary:

Benefits

View Dental Benefits 

CDT Service Categories




- Diagnostic (D0100 - D0999)
- Preventive (D1000 - D1999)
- Restorative (D2000 - D2999)
- Endodontics (D3000 - D3999)
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- Orthodontics (D8000 - D8999)
- Adjunctive General Services (D9000 - D9999)

Search by HIPAA Service Types

Search by Procedure Code(s) 

Procedure Code(s): D1206, D1208

PATIENT LAST NAME, FIRST NAME		DOB:XX/XX/XXXX (99 yrs) Male		Member ID:XXXX	
Dental	Group Number	Employer Group Name		Dental Covered History	
In-Network			Out Of Network		
Procedure Code 	Age Band 	Coinsurance	Copay	Limitation 	Usage/Last Service
D1206	when High age of 999 years	0%	\$0	2 Unit(s) per Service Year	2 remaining
		0%	\$0	2 Unit(s) per Service Year	2 remaining
D1208	when High age of 999 years	0%	\$0	2 Unit(s) per Service Year	2 remaining
		0%	\$0	2 Unit(s) per Service Year	2 remaining

**Note: Age Bands are HIPAA transaction data elements and refer to minimum and maximum ages**

for services. When a plan has opted into the “fluoride for all ages” benefit enhancement, the Age Band will appear as “High Age of 999,” meaning all ages are covered.

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## Dental Benefits Covered Under Medical Policy

Typically, CareFirst BlueCross BlueShield and BlueChoice, Inc. (collectively, “CareFirst”) processes dental-related services under a patient’s dental plan. However, there are a few scenarios where the patient’s benefit is processed under their medical plan. Some major service types fall under this category:

**Accidental Injury**, which is defined by CareFirst as medically necessary dental services needed as a result of accidental bodily injury (except for accidents caused by biting or chewing), occurring on or after the patient’s effective date of coverage, to the mouth, jaws, cheeks, lips, tongue, roof, and floor of the mouth.

**Complex Oral Surgery**, which is defined by CareFirst as medically necessary procedures intended but not limited to:

- Attain functional capacity;
- Correct a congenital anomaly;
- Attain functional capacity;
- Reduce a dislocation;
- Repair a fracture;
- Excise tumors, non-odontogenic cysts or exostoses; or
- Drain abscesses involving cellulitis that are performed on the lips, tongue, roof, and floor of the mouth, sinuses, salivary glands or ducts and jaws.

**Sleep Apnea**, defined as a disorder where air flow is obstructed during sleep.

**Temporomandibular Joint Dysfunction (TMJ)** when the patient’s benefits allow and after the case is reviewed. More information about CareFirst’s medical policy regarding TMJ can be found [here](#).

**When submitting dental services under the medical benefit, all claims must be:**

- Reported using the CMS-1500 claim form, version 02/12, and the applicable AMA (American Medical Association) Current Procedural Terminology (CPT®) and ICD-10 diagnosis code.
- Submitted to the appropriate medical claims processing area for Prior Authorization when required. You can access CareFirst’s authorization request system by logging into [CareFirst Direct](#) and navigating to the Prior Auth/Notifications landing page on the toolbar at the top of the home screen. Learn about the authorization system (inpatient, outpatient and more) by clicking [here](#) and expanding Authorizations.
- Submitted with a narrative, supportive diagnostic imaging, and itemization of the CDT (Current Dental Terminology®) codes rendered.
- Processed under the patient’s medical coverage instead of their dental coverage.

To obtain information about joining our medical networks, click [here](#).

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## Working with CareFirst

### Accurately Submitting Claims for Implant Restoration

Claim denials and resubmissions are frustrating and time-consuming. Choosing the correct codes and submitting the appropriate radiographs helps get claims completed on the first submission. Additionally, the use of electronic data exchange (EDI) vendors or clearinghouses speeds up the process significantly and is more easily tracked by both your office and CareFirst.

When submitting for implant restorations, it's important to submit the correct radiographs. **A periapical radiograph showing the full length of an osseointegrated implant (not from the day of implant placement) is required.**

#### Which code(s) do I use?

It's important to choose the CDT code(s) that align with the type of restoration performed. Currently, two types of crown restorations exist:

#### Implant-supported and abutment-supported restorations

**Implant-supported restorations** gain support from the implant body itself, are fabricated and delivered as a single unit, and do not require an additional abutment.

**Abutment-supported restorations** are two-piece restorations that gain support from an abutment between the implant body and the abutment-supported crown. The abutment and crown may be cemented together in the laboratory or cemented together by the provider directly in the mouth.

Once the restoration is planned, the appropriate code(s) can be determined.

- When fabricating an implant-supported restoration, the correct code is for an implant-supported crown.
- If an abutment is submitted with an implant-supported crown, the abutment will be denied as it is not necessary based on the definition of an implant-supported restoration. When submitting for this type of restoration, only one code is required on the claim form.
- If an abutment-supported restoration is chosen, two codes are required on the claim form: an abutment and an abutment-supported crown. It is important to only submit an abutment-supported crown with an abutment.

The CDT 2023 code book clearly lists all the codes for implant supported crowns, abutments and abutment supported crowns.

The most commonly submitted CDT codes are listed below:

#### IMPLANT-SUPPORTED CROWNS

*Single Crowns, Implant Supported***D6065 implant supported porcelain/ceramic crown**

A single crown restoration that is retained, supported and stabilized by an implant.

**D6066 implant supported crown – porcelain fused to high noble alloys**

A single metal-ceramic crown restoration that is retained, supported and stabilized by an implant.

**ABUTMENTS****D6056 prefabricated abutment – includes modification and placement**

Modification of a prefabricated abutment may be necessary.

**D6057 custom fabricated abutment – includes placement**

Created by a laboratory process, specific for an individual application.

**ABUTMENT-SUPPORTED CROWNS***Single Crowns, Abutment Supported***D6058 abutment supported porcelain/ceramic crown**

A single crown restoration that is retained, supported and stabilized by an abutment on an implant.

**D6059 abutment supported porcelain fused to metal crown (high noble metal)**

A single metal-ceramic crown restoration that is retained, supported and stabilized by an abutment on an implant.

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**New Features Added to the Learning and Engagement Center**

CareFirst has added new features to the Learning and Engagement Center home page that allow you to give feedback and request training directly from our team.



The image shows three promotional cards arranged horizontally. The first card, titled 'Give Feedback', features an image of hands holding a yellow smiley-face button and asks for ideas to improve the Learning and Engagement Center. The second card, titled 'Create a Personalized Training Plan', shows a man working on a laptop and offers a customized course roadmap. The third card, titled 'Request Training', shows a man in a suit pointing to the text 'Let Us help You' and offers in-depth training on specific topics. Each card has a corresponding blue button at the bottom.

Head to [carefirst.com/learning](https://carefirst.com/learning) and scroll to the bottom of the page. Use the “[Give Feedback](#)” link to suggest new ideas or request in-depth training using the ‘[Request Training](#)’ option.

We have also updated our [course generator](#), so you are able to create an updated, personalized training plan that includes all our newest courses.

**Check out the latest courses.**

We are excited to offer some new and exciting resources that align with our mission to improve accessibility to healthcare for all of CareFirst’s patients.

We’ve added some [behavioral health webinars](#) to our suite of online resources that could benefit your practice. Some of your patients may need a different kind of approach during their visits. We encourage you and your practice to take advantage of these pre-recorded behavioral health webinars.

Course Name	Description
<a href="#">Behavioral Health Webinar: Substance Use Disorder in Adolescents</a>	Learn how some therapeutic models could prove effective when treating adolescent patients.
<a href="#">Behavioral Health Webinar: Trauma Informed Care</a>	Learn about the link between trauma and substance use disorders, and how to support the healing process for patients who have suffered from their effects.



Course Name	Description
<a href="#">Improving Patient Care for Northeast and Southeast Asian Patients</a>	Learn how to provide culturally aware mental and behavioral health care for your Northeast and Southeast Asian patients.

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## Use Self-Service Tools for Common Requests

At CareFirst, we understand that dental providers are busy and need answers quickly. We understand how frustrating waiting on hold can be. Have you considered registering for our provider portal? CareFirst Direct puts answers to many common questions right at your practice's fingertips.

If you haven't registered for CareFirst Direct, use these [step-by-step instructions](#) to create an account. You can access the following information using our easy, self-service tools:

Task	CareFirst Direct	CareFirst on Call (IVR)	How-to-Guide
Eligibility and Benefits	X	X	<a href="#">Checking Eligibility and Benefits on CareFirst Direct</a>
View Membership ID Cards	X		<a href="#">Checking Eligibility and Benefits on CareFirst Direct</a> <a href="#">How to Read ID Cards</a>
ADA CDT Procedure Code Search	X	X	<a href="#">Checking Eligibility and Benefits on CareFirst Direct</a>
Benefit Accumulations <b>(like maximums and deductibles)</b>	X	X	<a href="#">Checking Eligibility and Benefits on CareFirst Direct</a>
Claim Status, Denial Reasons (line by line), and Claim Inquiries	X	X	<a href="#">Checking Claim Status in CareFirst Direct</a>
View Remittances/Notice of Payments (NOPs) <i>(requires access from your Portal Admin)</i>	X		<a href="#">Remittance in CareFirst Direct</a>
View Fee Schedules	X		<a href="#">Fee Schedules in CareFirst Direct</a>

Task	CareFirst Direct	CareFirst on Call (IVR)	How-to-Guide
<b>(requires access from your Portal Admin)</b>			
Identify DHMO Patients' Primary General Dentist (PGD) Assignment <b>(when available)</b>	X		<a href="#">Checking Eligibility and Benefits on CareFirst Direct</a>
Obtain Transaction IDs	X	X	<a href="#">CareFirst on Call</a> <b>Note: Transaction IDs are available within CareFirst Direct for all actions performed.</b>
Receive Verification/Information via Fax		X	<a href="#">CareFirst on Call</a>

You can find additional training on our [Learning and Engagement Center](#) site. Here, you'll have access 24/7 to on-demand modules about CareFirst Direct, claims and more. Visit [carefirst.com/learning](https://carefirst.com/learning) and navigate to "On-Demand Training" to find the dental-specific resources on your own time.

If you're still having trouble, check out our [Looking for Support?](#) page. It gathers common requests in one place, so you can easily find what you are looking for. Visit [carefirst.com/providersupport](https://carefirst.com/providersupport) for more information.

To ensure that our [Learning and Engagement Center](#) meets your needs, we want to hear from you. Send an email to [learning@carefirst.com](mailto:learning@carefirst.com) with suggestions of what you would like to see on the site.

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## Make CareFirst Direct Work for Your Office: Designate a Portal Administrator

CareFirst Direct is your office's most useful tool for managing your patients' insurance information. It's accessible 24/7, connects you with crucial information about your patients' benefits and can also help you organize roles and responsibilities within your office.

CareFirst Direct links you to your patients' eligibility, benefits, and claim and pre-treatment estimate (PTE) status and, with the right user access, can also give you access to view Notices of Payment and fee schedules.

Within CareFirst Direct, your office has the option to designate a Portal Administrator who can add, terminate and modify other users and their access in the portal.

Having a Portal Administrator can help make CareFirst Direct work better for your office. It can decrease the frequency with which you contact our service unit via telephone for simple inquiries. And it gives your office more control over the interactions you share with CareFirst Direct.

If your office doesn't yet have a designated Portal Administrator, contact our help desk at 877-526-8390.

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## Holiday Closings

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

- Monday, June 19—Juneteenth
- Tuesday, July 4—Independence Day
- Monday, September 4—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 claims status, eligibility, and benefits.

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## Events

### Don't Miss Out: CareFirst's Dental Practice Webinar

CareFirst is hosting a dental webinar on June 8, 2023.

You can register your office by clicking [here](#).

Discussion topics will include:

- Fluoride for All Ages
- Waiting Periods for Select Dental Plans
- The Consolidated Appropriations Act (CAA) and How it Impacts Your Office
- CareFirst Direct
- Pre-Treatment Estimates
- Learning and Engagement Center
- Other Important Updates & Reminders

**Date:** June 8, 2023 at 1:00 p.m.

- When you click the link, a registration form should appear. Fill out all fields to submit your registration.
- When the registration is submitted, you will receive an auto-generated confirmation email from [noreply@teams.registration.microsoft.com](mailto:noreply@teams.registration.microsoft.com).

**This confirmation email will include a link you will use to join the webinar.**

These webinars will focus on important updates and reminders for your practice which will help make doing business with us easier. If you have any questions, please contact us at [learning@carefirst.com](mailto:learning@carefirst.com) or contact your Provider Relations Specialist.

[Need help registering? Check out this interactive guide!](#)

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