

# BLUE IMPRESSIONS

News for You



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## Did You Know?

### Important Information if You Use a Third-Party Billing Company

We realize many of our participating providers use third-party billing companies to support their administrative needs. These companies often reach out to our Provider Service Unit to request information that is easily accessible through our self-service tools like CareFirst Direct or CareFirst on Call.

**Please review the information below and follow up with your third-party billing companies to ensure they can obtain what they need electronically.**

#### What are the top reasons that third-party billers call?

- Member eligibility
- Benefit accumulations
- Claims information (status, number, denial reason, date processed, etc.)
- Remittance information (check/EFT number, payment address, amount, request a copy, etc.)
- Fee schedules

#### What can third-party billers do instead of calling?

All the information above can be obtained using our self-service tools. This [link](#) can help direct your contacts to the information they need. It lists:

- The types of information available
- How to obtain the information—Self Service or Provider Service
- Which self-service tool to use for the info needed—CareFirst Direct or CareFirst on Call

By providing your third-party billers with these resources, your office frees up the Provider Services line for escalated calls that cannot be resolved using self-service options.

#### What should I do to make sure my third-party biller has what they need?

- **Share These Resources**
  - Reach out to your third-party biller contacts and share the information provided in this article.
- **Provide Access to CareFirst Direct**
  - Ask that your third-party billers create an account for our [Provider Portal \(CareFirst Direct\)](#). It's easy—all they need is your Tax ID, Billing NPI and a valid email address.
  - Your Portal Administrator\* can grant additional privileges such as the ability to view and print electronic remittance/NOPs. Here are some great resources to help your office assign access to the third-party billers you work with:
    - [Adding Access to a Current User in CareFirst Direct](#)
    - [Managing User Access Requests in CareFirst Direct](#)
- **Remind Them about CareFirst Direct Transaction IDs**

- CareFirst Direct provides transaction IDs that correlate to all information they obtain in the system. These IDs serve as verification for the information obtained.
- **Direct Them to Self-Service**
  - We suggest our [Provider Quick Reference Guides](#) for information on:
    - [Member ID Cards](#)
    - [Guidelines for Provider Self-Service](#)
    - [Learning and Engagement Center](#)
- **Ask for Cooperation:**
  - Multiple inquiries for the same information result in longer wait times and more frustration. Help your third-party contacts help themselves.

### **\*Need a Portal Administrator?**

If your practice/facility does not currently have an active Portal Administrator, contact the Help Desk at 877-526-8390 for assistance. [You can also access step-by-step instructions on Portal Administrator Access here.](#) This access is crucial to ensuring your practice can approve user requests, complete required reviews, set up new users and terminate users as appropriate.

We recognize third-party billers play a key role in your administrative processes. We thank you in advance for supporting their use of self-service tools for quick access to basic information.

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## **Check Out CareFirst SHORTs: Our Latest Learning Opportunities**

CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (collectively, "CareFirst") is committed to bringing you meaningful and relevant content to help you support your patients during your workday.

That's why we've created quick-hit training opportunities for both medical and dental providers which we're calling SHORTs. CareFirst SHORTs are Simple, Human, Original, Relatable and Timely short-form graphic content that allows you to review popular topics quickly and effectively. Our SHORTs are organized in different formats, such as videos and microlearning modules.

To start, we've released ten SHORTs. Click on a link below to access any of our SHORTs that might be helpful for your dental office.

### **[The Find a Doctor Tool](#)**

**All Providers** | How to confirm your network participation with our Find a Doctor tool.

### **[Benefit Year](#)**

**All Providers** | Key points on how to understand the benefit year.

### **[CareFirst Direct Portal Administrator Access](#)**

**All Providers** | How to request Office Administrator Access to view NOPs and fee schedules within the CareFirst Direct portal.

You can find all our SHORTs on the [Learning and Engagement Center](#). Select SHORTs on the main menu to view.

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## Clinical Corner

### Accurately Submitting Claims for Implant Restorations

Claim denials and resubmissions are frustrating and time-consuming. Choosing the correct codes and submitting the appropriate radiographs help get claims right the first time. Additionally, the use of electronic data exchange (EDI) vendors or clearinghouses speeds up the process significantly. Plus, it's easier to track for both your office and CareFirst.

When submitting for implant restorations, it's important to use 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 correct CDT code(s) for the type of restoration performed. Currently, two types of restorations exist:

- **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 which 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 type of restoration is planned, the appropriate code(s) can be determined.

- When fabricating an implant supported restoration, the correct code is an implant supported crown. 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.
  - If an abutment is submitted with an implant supported crown, the abutment will be denied.

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## Working with CareFirst

### Stay in Control of Your Data—Update Your Address, Phone Number, NPI and More

Correct provider and practice information is essential to doing business with CareFirst. When you update and maintain accurate data with us, it:

- Allows members to locate you and your practice more easily
- Allows us to process your claims more quickly and accurately
- Results in more accurate delivery of mail and email notifications
- Satisfies your regulatory requirement to keep your data updated

Providers must inform CareFirst of any changes to their address, telephone number and/or group affiliation—as well as the addition of practitioners to their practice—to ensure accurate data is used for provider directories and claims payment information.

### Where do I send my updates?

Please send updates in demographic information to [dentalcontracting@carefirst.com](mailto:dentalcontracting@carefirst.com). You can also access our [Change in Provider Information](#) form in CareFirst Direct on the lower right navigation panel of the portal home page.

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## Updated Clinical Guides and Resources

To keep providers informed of changes and improvements, CareFirst has updated our [Dental Clinical Criteria](#) and our [Reference Guide for Required Attachments](#) to accommodate CDT (Current Dental Terminology) changes for 2024.

Please note: These new 2024 CDT codes have documentation requirements for clinical review:

Code	Nomenclature	Clinical Review Policy
D2989	Excavation of a tooth resulting in the determination of non-restorability	A narrative and periapical or bitewing x-ray are required for clinical review, and each case will be considered individually.
D7284	Excisional biopsy of minor salivary glands	Pathology report, statement of medical necessity; intraoral photograph recommended in addition.

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## Review the Latest Changes to the Dental Manual

CareFirst has also updated our Dental Provider Manual. Updates were made to the following chapters:

### [Chapter 3: Provider Network Requirements](#)

- Clarified appointment wait time standards for Maryland and D.C. commercial plans
- Updated language on the prohibition of treating family members to include American Dental Association Principles of Ethics and Code of Professional Conduct (ADA Code) standards of practice

### [Chapter 4: Claims, Billing and Payments](#)

- Added information about electronic capabilities for Coordination of Benefits (COB) claims

#### [Chapter 5: Fraud, Waste, and Abuse](#)

- Updated to include an overview of our Payment Integrity Program

#### [Chapter 6: Care Management](#)

- Added information about language line services

#### [Chapter 7: Policies and Procedures](#)

- Updated the expiration date for the Maryland Preserve Telehealth Act

#### [Chapter 8: Medicare Advantage](#)

- Included information about enrolling and participating in the Medicare Advantage Networks
- Restructured the plan information for both the Individual Medicare Advantage HMO plans and the Employer Group Medicare Advantage PPO plans
- Updated Appeals and Grievances content for specificity

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## Holiday Closings

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

- Monday, May 27—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.

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## Events

### Upcoming Dental Webinar—Empowering Your Practice

Exciting news! We're hosting a clinical-focused webinar for you and your practice that'll help make doing business with us easier. During this April event, we'll introduce the new Comprehensive Dental Reference Guide.

We invite you to spend an hour with us and learn how to use the new reference guide to accurately select the appropriate CDT codes for claims submission. You'll have the procedure codes, their descriptors, our clinical criteria and the list of required supporting documentation necessary to best represent the treatments performed for your patients.

This webinar will put you in the dental reviewer's seat to see what your claims look like from the perspective of our licensed dentists. With this new understanding, you may find there's less back-and-forth with requests for additional information, which can slow down your insurance processes and cash flow. You can register your office by navigating [here](#).

**Date:** April 19, 2024, 12:00-1:00 p.m.

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

**Your confirmation email will include a link to the webinar.**

If you have any questions, please contact us at [learning@carefirst.com](mailto:learning@carefirst.com).

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

### **Did You Know...**

Last year, we began hosting quarterly administrative webinars for you and your practice to chat with us about important topics like:

- CareFirst Direct
- Fee Schedules
- Waiting Periods

If you missed our last webinar of 2023, you can check it out [here](#). To register for our next one—which will be held on **Thursday, June 6<sup>th</sup> from 1:00 p.m. – 2:00 p.m.**—visit this [registration page](#).

If you have any questions about our quarterly webinars, reach out to us at [learning@carefirst.com](mailto:learning@carefirst.com).

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## **CareFirst Engagement Center Hosts Dental Health Events with the MSDA**

On January 20, CareFirst associates and members of the MSDA participated in the CareFirst Health and Community Resources Fair for the Hispanic Community at Sacred Heart Church in Glyndon, MD. The event, hosted by the CareFirst Engagement Center (CEC), saw dental providers from across the state volunteer to provide oral exams, head and neck cancer screenings, referrals for follow-up care and dental health education.

The CEC and MSDA also partnered on an additional two-day event on Feb. 2-3, 2024, at CareFirst's headquarters in Canton, MD, to provide oral health education, basic oral exams, and fluoride treatments to children in grades K-5.

Both events were free to the public and no insurance was required. We're excited to host more events this year that'll focus on dental health in and around the communities we serve. For more information about volunteering your time and resources, contact the CEC at [ceccanton@carefirst.com](mailto:ceccanton@carefirst.com).

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## BlueLink

### Medical Provider Newsletter

Interested in learning more about what's happening for our medical providers? Check out our BlueLink medical newsletter that publishes every two months located on our [Provider Newsletters \(carefirst.com\)](#) on our Provider website ([Providers & Physicians Home | CareFirst Provider](#)). From the newsletter page, select BlueLink from the menu on the left to display links to the publications.

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