

Blue Impressions



Dental News & Updates

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What's Happening?

A Spotlight on the CareFirst BlueDental EPO Plan

The CareFirst BlueDental exclusive provider organization (EPO) utilizes our existing PAR and PPO networks. The BlueDental EPO plan operates much like a preferred provider organization (PPO) hybrid:

- Your office will be in-network for these patients if you participate with our PAR and PPO Networks as this **is not** a Dental HMO plan.

CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. and Group Hospitalization and Medical Services, Inc. CareFirst BlueCross BlueShield Medicare Advantage is the shared business name of CareFirst Advantage, Inc. and CareFirst Advantage DSNP, Inc. CareFirst BlueCross BlueShield Community Health Plan Maryland is the business name of CareFirst Community Partners, Inc. CareFirst BlueCross BlueShield Community Health Plan District of Columbia is the business name of Trusted Health Plan (District of Columbia), Inc. In the District of Columbia and Maryland, CareFirst MedPlus is the business name of First Care, Inc. In Virginia, CareFirst MedPlus is the business name of First Care, Inc. of Maryland (used in VA by: First Care, Inc.). CareFirst of Maryland, Inc., Group Hospitalization and Medical Services, Inc., CareFirst Advantage, Inc., CareFirst Advantage DSNP, Inc., CareFirst Community Partners, Inc., Trusted Health Plan (District of Columbia), Inc., CareFirst BlueChoice, Inc., First Care, Inc., and The Dental Network, Inc. are independent licensees of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

- CareFirst and BlueDental EPO members will share cost for dental treatment—that is, BlueDental EPO plans will have member copayments instead of coinsurance.
- Your contracted reimbursements will be applied to claims submitted for services rendered, less the member's copayments.
- No referrals will be needed for your patients to see dental specialists.
- All BlueDental EPO plans will have the same member copayments by procedure for services included in the plan benefits.
- Your patients will be financially responsible for services not listed on their member copayment schedule. CareFirst does not consider these to be covered services and your patient can be charged your usual fee.

Plan limitations are similar to our other PPO plans, but as a value-added benefit, the amounts you will collect from your patients are clearly defined and outlined as member copayments.

Accumulations like annual maximums and deductibles may vary among our BlueDental EPO plans, so be sure to verify benefits and access these EPO member copayment schedules via CareFirst Direct or CareFirst on Call prior to rendering care.

As always, we encourage our providers to verify benefits, view eligibility, check claim status and download remittances on CareFirst Direct.

The Redesigned CareFirst Provider Manual is Now Available

CareFirst is committed to giving you the tools needed to easily do business with us, so you can focus on giving your patients the best dental care. Over the past year, we have worked to redesign our dental provider manual. Our new dental provider manual gives your office access to the information you need for all your CareFirst dental patients, all in one place. The new, easy-to-navigate manual contains details about our insurance products, our quality and clinical guidelines, as well as policies and procedures that your office must adhere to as part of your agreement with CareFirst.

You can find the new provider manual [here](#).

This updated manual gives you greater details on our existing policies and procedures. Operational and clinical changes to doing business with us will be communicated via letter, email or BlueImpressions before being incorporated into the manual. Manual updates will continue to be sent via [email](#) or [BlueImpressions](#). Make sure to continue reading our provider news and updates, so you have the most up-to-date information. If you have questions or feedback about the new provider manual, please send an email to providermanual@carefirst.com.

Medicare Advantage Training and Resources Available Online

To support you and your staff as you start seeing CareFirst Medicare Advantage members, CareFirst is

making the Dental Medicare Advantage Training Module accessible to view at any time. Our training and education materials are designed with your office staff in mind and are tailored to help you learn more about our two plans: the CareFirst BlueCross BlueShield Advantage Core (HMO) and CareFirst BlueCross BlueShield Advantage Enhanced (HMO). Our training also covers the embedded, enhanced and add-on dental offerings your office will see from your patients.

Training provides an overview of the new CareFirst BlueCross BlueShield Medicare Advantage plans, as well as information about eligibility and benefits, open enrollment, claims submission and self-service options.

The Medicare Advantage training materials can be found in our [Learning Library](#). For more detailed information, you can access additional Medicare Advantage content in our dental manual [here](#).

Blue Cross Blue Shield FEP Dental (Formerly FEP BlueDental)

FEP BlueDental is now Blue Cross Blue Shield FEP (BCBS FEP) Dental.

New Benefits for 2021:

- No waiting period under Standard Option
- Increased in-network orthodontic lifetime maximum to \$2,500 under Standard Option
- Increased out-of-network orthodontic lifetime maximum to \$1,250 under Standard Option

When a member provides your office with their BCBS FEP Dental ID Card, your staff may need to ask for the patient's medical ID card if they are covered under the Federal Employee Health Benefit Program (FEHBP). Their medical ID card is important. By law, the FEHBP member's medical plan is the primary carrier and should be billed first if there is dental coverage through their medical plan. Uniformed Services members are not covered by this requirement and should be billed directly to BCBS FEP Dental.

You can find the [2021 Blue Cross Blue Shield FEP Dental Office Implementation Guide](#) here.

CareFirst to Host Two Continuing Education Webinars

CareFirst will be hosting our annual Continuing Education (CE) event, and this year's event will look a little different.

The event will be virtual.

In previous years, CareFirst's annual CE Seminar has taken place at our corporate headquarters in Canton, MD. This year, to ensure and promote the safety of our dental provider community, we are taking our CE event online. It will be hosted on the Zoom platform and participating dentists and their staff are all welcome to register.

The webinar will be hosted in two sessions.

CareFirst will be hosting two webinars in the fall—September 24 and November 5—and will include renowned speakers like Dr. Timothy Ricks, Assistant U.S. Surgeon General, and Dr. Barbara Steinberg, clinical professor of oral medicine at Drexel University College of Medicine and women's health advocate. Also appearing, a panel of leading dental professionals: Drs. Charles Doring, Janet Yellowitz and Deneen Bowlin. You and your staff are free to register for both, or one, of these dual sessions.

Stay tuned for more information about our 2021 CE Webinar. We will be including more detailed information and registration details in June's issue of BlueImpressions.

Portal Security Tips

Data security is paramount to CareFirst. While our Provider Portal should be your go-to place for data collaboration and self-service, it still houses your patients' protected health information (PHI), and it's up to all of us to keep it safe. To protect your patients and help us protect our members, we ask that you make these three portal security tips a regular habit for your office.

Use Unique Logins

The importance of using strong usernames and passwords grows as the need for efficient and safe self-service resources increases. When creating usernames and passwords, we recommend using words and numbers that don't have personal significance to you. Data like names of family members or pets, and numbers like birthdays or phone numbers can be especially risky, as these are publicly available and easily accessible to hackers. Creating longer, more complex passwords and changing them regularly can greatly improve the security of your online portal access.

Benefit from our Multi-Factor Authentication

Complex passwords only go so far to protect your patients. During the registration process, the portal requires two forms of communication to ensure multiple levels of authentication are confirmed. This allows CareFirst to verify the devices you are using to access patients' protected information and reinforces the protection from your passwords. You may be prompted by the portal to verify your identity when a new device is being used, and at any time periodically.

Schedule Annual Access Reviews

Keeping access open too long without reviewing its appropriateness can be risky for your patients' PHI. A new feature for portal admins is our "Conduct Access Review" feature, which allows the portal admin to take an annual account of their office's access. The user admin has the ability to approve or deny new user requests from within the office and change access as needed. CareFirst highly recommends designating one user from the office to have that administrative access. The link to *User Management* can be found in the top right corner of the portal's home page. If this role has not yet been set up, we recommend contacting your [Provider Relations Specialist](#).

User Management

Jan 31, 2020 at 10:43 AM

Actions ^

New User Request (0) ⓘ Additional Access Request (0) ⓘ Conduct Access Review (0) ⓘ

	Date Requested	Due Date	Tax ID	User Details	Location	Contact Details	Type
No User requests found.							

Review
Decline

Users ^

I would like to User List

Select Users v

All Users v

+ User

Search User and Email ... 🔍

Name	User ID	Status	Email	Tax ID	Last Login	Type	Admin	Access Review Due Date
John Smith <small>Admin</small>	Portal User ID	Active	dentistemail@email.com	123456789	01/31/2020	BILLINGAGENT		

History 🕒

Coronavirus Updates for Dental Providers

The Centers for Disease Control and Prevention has confirmed that dentists, dental teams and dental students are included in its initial recommendation for healthcare personnel to be among those offered the first doses of COVID-19 vaccines. CareFirst supports the ADA in recommending that you and your staff contact one of the state's vaccine locations to schedule an appointment.

Know What's Happening Locally

It's helpful to know your local government and health department's vaccine policies. Visit their sites for useful resources and contact information. Sign up for text or email updates, pre-register for your vaccination and double-check eligibility requirements. Check these sites often, as they're updated frequently.

- [Maryland Vaccine Updates](#)
- [Virginia Vaccine Updates](#)
- [Washington, D.C. Vaccine Updates](#)

Below are some CareFirst-specific policy updates. For more detailed information, you can visit carefirst.com/coronavirus.

- **Telemedicine:** D0140 (limited, problem focused evaluations) and D0170 (limited, problem-focused re-evaluations) continue to be covered services until further notice when submitted with D9995 (synchronous teledentistry). Asynchronous teledentistry (D9996) will continue to be a non-covered benefit. You can visit carefirst.com/coronavirus for more detailed information about billing procedures and practices for teledentistry.

- **Personal Protective Equipment (PPE):** For dates of service from July 1, 2020 to October 31, 2020, CareFirst reimbursed \$7 as a PPE supplement using code D1999. Please be sure to put "PPE" in the Remarks section of the claim if you are submitting electronically for services previously rendered during that date range.
- **Pre-Treatment Estimate (PTE) Validation:** PTEs submitted between July 1, 2019 and June 30, 2020 will remain in the approved status for up to 12 months. As a reminder, we encourage your office to verify your patients' benefits and eligibility before each visit using our digital self-service channels. If a patient's benefit has changed, the member may no longer be eligible for the procedure at the time of service.
- **Affordable Care Act (ACA) Pediatric Orthodontic PTE Submission Process:** Effective April 1, 2020, CareFirst is no longer accepting or handling stone/plaster models for orthodontic cases. All information will need to be either sent electronically or on paper with images and documents that are scannable and diagnostic. We want to remind providers that any models sent to our Canton location per the previous process will be returned to the office accompanied by a request for digital representation. We will not open models for review.

CareFirst Office Closings

CareFirst, CareFirst BlueChoice and The Dental Network will be closed on Monday, May 31 for 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.

Coding Corner

Update on Clinical Determinations for Select Endodontic Procedures

Effective March 1, 2021, claims for CDT codes D3331, D3332, D3333 will be denied as inclusive to the primary endodontic therapy procedure.

Clearance of obstructions during endodontic treatment (D3331) is integral to root canal therapy. The ADA CDT companion coding book notes that D3331 is often overused and is meant to be used rarely and in extremely difficult cases. For example, D3331 may be appropriate to use when the root is more than 50% calcified or when a file has separated while another dentist was working on the tooth. If this is the case, be sure to document and provide imaging in an appeal.

Similarly, incomplete endodontic therapy for inoperable, unrestorable or fractured teeth (D3332) would also not occur often, as the decision for ability to restore should be determined prior to beginning the

endodontic procedure. Teeth with poor five-year prognoses or significant challenges to restore are not appropriate for benefit allowance. If the situation you encounter occurs either as a surprise or because of long timeframes between appointments, you may appeal the denial with supporting documentation and history. There is no guarantee, however, that the appeal will be overturned by our dental consultants.

Non-surgical sealing of perforations or other root repairs (D3333) due to resorption or decay will require additional information detailing the history rationale, and materials upon appeal.