

BLUE IMPRESSIONS

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Did You Know?

Billing Reminder: Lab Corp Is Sole In-Network Lab for CareFirst BlueChoice

LabCorp is the only national in-network laboratory for CareFirst BlueChoice, Inc. ("CareFirst") members. If these members require biopsies of the oral cavity or surrounding tissue, please process them through

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., CareFirst Advantage PPO, Inc. and CareFirst Advantage DSNP, Inc. CareFirst BlueCross BlueShield Community Health Plan Maryland is the business name of CareFirst Community Partners, 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 PPO, Inc., CareFirst Advantage DSNP, Inc., CareFirst Community Partners, Inc., CareFirst BlueCross BlueShield Community Health Plan District of Columbia, 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.

LabCorp to help members avoid unnecessary out-of-pocket expenses.

Identifying BlueChoice Members

Accessing vital information about your patients' dental plans on our Provider Portal is as easy as 1-2-3:

1. Navigate to [CareFirst Direct](#),
2. Enter your patient's subscriber ID number and date of birth.
3. On your patient's Eligibility Summary screen, view "Plan Description" to find the name of your patient's medical plan.

You can also access a copy of your patient's member ID card on our Provider Portal. Select "Zoom In" to view a downloadable copy of the ID card in PDF format. Look for the "BlueChoice" logo in the top left corner of the member identification card.

Learn more about lab coverage in the [Dental Provider Manual](#).

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Reminder: Guided Tissue Regeneration Coding Based on Clinical Situation

The American Dental Association (ADA) released its 2023 Current Dental Terminology (CDT) update for the coding of guided tissue regeneration (GTR), resorbable barrier, per site and guided tissue regeneration, non-resorbable barrier, per site.

The barriers are now separated into **three** categories.

D42XX codes are reserved for ***natural teeth***:

▲ **D4266** **guided tissue regeneration, natural teeth – resorbable barrier, per site**

This procedure does not include flap entry and closure, or, when indicated, wound debridement, osseous contouring, bone replacement grafts, and placement of biologic materials to aid in osseous regeneration. This procedure can be used for periodontal defects around natural teeth.

▲ **D4267** **guided tissue regeneration, natural teeth – non-resorbable barrier, per site**

This procedure does not include flap entry and closure, or, when indicated, wound debridement, osseous contouring, bone replacement grafts, and placement of biologic materials to aid in osseous regeneration. This procedure can be used for periodontal defects around natural teeth.

D79XX codes are reserved for ***edentulous sites***:

● **D7956** **guided tissue regeneration, edentulous area – resorbable barrier, per site**

This procedure does not include flap entry and closure, or, when indicated, wound debridement, osseous contouring, bone replacement grafts, and placement of biologic materials to aid in osseous regeneration. This procedure may be used for ridge augmentation, sinus lift procedures, and after tooth extraction.

● **D7957** **guided tissue regeneration, edentulous area – non-resorbable barrier, per site**

This procedure does not include flap entry and closure, or, when indicated, wound debridement, osseous contouring, bone replacement grafts, and placement of biologic materials to aid in osseous regeneration. This procedure may be used for ridge augmentation, sinus lift procedures, and after tooth extraction.

D61XX codes are reserved for use ***per implant***:

- **D6106 guided tissue regeneration – resorbable barrier, per implant**
This procedure does not include flap entry and closure, or, when indicated, wound debridement, osseous contouring, bone replacement grafts, and placement of biologic materials to aid in osseous regeneration. This procedure is used for peri-implant defects and during implant placement.
- **D6107 guided tissue regeneration – non-resorbable barrier, per implant**
This procedure does not include flap entry and closure, or, when indicated, wound debridement, osseous contouring, bone replacement grafts, and placement of biologic materials to aid in osseous regeneration. This procedure is used for peri-implant defects and during implant placement.

If a non-resorbable barrier is placed either around natural teeth (D4267), edentulous sites (D7957) or implant (D6107)s, the code for **removing** that barrier is the same (D4286):

- **D4286 removal of non-resorbable barrier**

It is essential to choose the correct code based upon the treatment performed to avoid denials and resubmissions. Please navigate to our Dental Clinical Criteria (www.carefirst.com/dentalclinicalcriteria) for more information.

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Coming Soon! CareFirst's Provider Satisfaction Survey

Starting in the fall, you may receive an email from CareFirst inviting you to participate in our Provider Satisfaction Survey. CareFirst, along with Escalent, an independent research company, is reaching out to specific provider audiences.

The goal of this survey is to gather feedback and learn about the perceptions our providers have of CareFirst based on your overall experience working with us. The survey should take about 10-15 minutes to complete.

To ensure your computer doesn't block the survey email, please add carefirstcustomerinsights@carefirst.com to your address book.

If you have any questions about the survey, please send an email to customerfeedback@carefirst.com.

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Working with CareFirst

Send Your Coordination of Benefits (COB) Claims to CareFirst Electronically

Coordination of Benefits (COB) applies to members who have coverage with more than one healthcare plan. CareFirst now accepts secondary coverage electronically.

If you are sending a claim to CareFirst for a patient who has more than one plan, you must include that information on the claim form (digital or paper copy) in Fields 4-11:

OTHER COVERAGE
Collapse

4. Other Dental or Medical Coverage? No (Skip 5-11) Yes (Complete 5-11)

5. Policyholder/Subscriber Name in #4 (Last, First, Middle Initial, Suffix)

6. Date of Birth (MM/DD/CCYY)

7. Gender [M] [F]

8. Policyholder/Subscriber ID (SSN or ID#)

9. Plan/Group #

10. Patient's Relationship to Person Named in #5

[18] Self [01] Spouse [19] Dependent Other

11. Other Insurance Company/Dental Benefit Plan Name, Address, City, State, Zip code

RECORD OF SERVICES PROVIDED

We encourage you to work with your office's trading partners to use your practice management software. The process may differ among CareFirst's preferred trading partners. You can find a list of those partners by navigating to www.carefirst.com/dentaledi.

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Holiday Closings

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

- Friday, November 10—Veterans Day
- Thursday, November 23—Thanksgiving Day
- Friday, November 24—Day after Thanksgiving
- Monday, December 25—Christmas 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

[Mark Your Calendars: Live Dental Webinar Coming in October](#)

CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (collectively, "CareFirst") is pleased to announce that we'll be hosting our second dental administrative webinar for you and your practice.

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

Discussion topics will include:

- CareFirst Direct (CFD) Security – Multi-factor authentication and creating accounts for each user
- Chesapeake Dental Conference
- Electronic Funds Transfer (EFT) Process Reminder
- Fee Increases
- Tissue Regeneration Coding
- Waiting Periods Reminder

Date: Thursday, October 5th at 1:00 p.m.

- When you click the link, a registration form should appear. Fill out all fields on the form and submit your registration.
- Once the registration is submitted, you'll receive an auto-generated confirmation email from noreply@teams.registration.microsoft.com.

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

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

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Visit Us at the Chesapeake Dental Conference

Our dental provider relations specialists will be at the Maryland State Dental Association's Chesapeake Dental Conference in Hanover, MD, Thursday through Saturday, October 26-28, 2023.

Lecture topics include:

- Proper Pharmacologic Prescribing and Disposal for Dental Practitioners
- CPR Renewal
- Innovative Periodontics: "How To" from Techniques to Products
- PANDA training
- Risk Management & HIPAA Compliance in the Dental Office
- Utilizing Laser Technology in a Periodontal Environment

Please visit our CareFirst booth. Our team is excited to see you and your practice in person!

[You can access more information about the Chesapeake Dental Conference here.](#)

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