

BlueImpressions

Dental News & Updates

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For more information, visit carefirst.com/blueimpressions

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Breaking News

Looking for Support? New Webpage Can Help

We know you are busy and want to find answers to your questions quickly. That's why we've pulled together a new "Looking for Support" webpage.

This page pulls together common requests from providers to provide easy access to the information they need. Topics include:

- Credentialing
- Updating Provider Data
- CareFirst Direct Access
- Eligibility, Benefits and Claims Status
- Claims Questions
- Fee Schedules
- Electronic Capabilities
- Training and Resources
- Escalated Issues

You can find the "Looking for Support?" page at carefirst.com/providersupport. Be sure to bookmark this page and check back regularly for updates.

As always, your dedicated [Dental Provider Specialist](#) is available to assist you and your practice with more escalated issues that cannot be resolved by accessing this page.

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Reminder: Updated HIPAA Verification for Member Security for Provider Service

In July, we notified you about changes to ensure all member data is confidential and protected when you call Provider Service.

As a reminder, when you call Provider Service, you will need to provide the patient's full name (first and last), along with **three** other pieces of information. Acceptable information includes:

- Date of birth
- Address
- ZIP code
- Identification number
- Phone number

Please have this information readily available when you make a phone call to Provider Service. Be sure that the information you have for your patient matches exactly what is in CareFirst Direct.

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Learning and Engagement

CareFirst Launches Health Equity Resources for Providers

At CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (CareFirst), our goal is to continue bringing you meaningful and relevant content to help you support your patients, our members. We are dedicated to creating resources and training targeted to provider specialties and expanding the clinical content we offer our healthcare delivery partners.

To start, we've added a new [Health Equity webpage](#) to the Learning and Engagement Center. On this page, you will find specialized on-demand training resources specific to our member population. Three on-demand, self-guided learning modules are live and available for you to use.

- [Structural Competency](#)
- [LGBTQ+ Cultural Competency](#)
- [What's Happening in My Backyard?](#)

We will continue to add more health equity resources to the site, with the goal of launching more than 20 different resources through the end of 2023, including articles and case studies.

To view the new webpage and resources, go to carefirst.com/learning and select "Health Equity."

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Dental Providers—We Want to Hear from You!

To ensure that our [Learning and Engagement Center](#) meets your needs, 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.

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Like Us, Follow Us on Social Media

Did you know that CareFirst has a social media presence? When you follow us, you will learn about different care management programs, ways we promote health equity, training and more. Give us a follow!

You can find us on [Facebook](#), [LinkedIn](#), [Instagram](#) and [Twitter](#).

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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 functionality will not work in Internet Explorer when you view our on-demand training modules or access CareFirst Direct.

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

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Coding Corner

Infection Control Benefits Post-COVID

In 2020, during the early days of the COVID-19 pandemic, CareFirst allowed additional benefits. Along with the procedures performed in the office, a stipend to contribute to some of the costs of enhanced PPE and infection control processes was offered. Since 2021, CareFirst has adjusted fees for some of the most commonly billed codes to include that additional payment.

We no longer pay separately for “PPE” or “infection control” submissions on claims. When we receive claims that include procedure codes DX999 that indicate the submission is for infection control/PPE, we deny them as **we consider it inclusive of the procedure**. Contracted dentists in our network cannot charge their CareFirst patients additional fees for infection control or PPE supplies.

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Bone Graft for Ridge Preservation—D7953

CareFirst receives many claims requesting benefits for bone grafts placed at the time of extraction to preserve/restore ridge integrity or to create optimal bone architecture. **Our policy allows for benefits when there is not enough bone in the area to support the future implant, or when there is a compromised bone mass, such as from a significant bony defect (loss of buccal plate), deep vertical defects due to prior infection/fracture post-extraction or when the site would not heal normally without graft placement.** Although grafting may enhance healing and longevity of the implant complex, not all grafts are critical or “medically necessary” to achieve a good result.

Our clinical criteria describe the situations that will be allowed the benefit and that you will want to provide through your supporting documentation and imaging:

- At least one osseous plate is fenestrated or presents with dehiscence or is fractured resulting in a major defect.
- Particular consideration for benefits will be given to:
 - Maxillary molar and premolar regions that may require grafting to provide adequate space between the sinus and the implant.
 - Maxillary and mandibular anterior regions that may require bone grafts for compromised (very thin osseous plate) facial bony walls.
 - Mandibular molar regions when the nerve canal position is too close to the edentulous ridge for proper implant placement.

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Tips and Tools for Your Practice

988: The New Hotline for the National Suicide Prevention Lifeline

In mid-July, the National Suicide Prevention Lifeline added a new, easy-to-remember three-digit dialing code to better help people in crisis. The new number—988—connects callers to compassionate, accessible care and support offered by the Lifeline’s network of more than 200 crisis centers. This service is also available to people who may be worried about a friend or loved one. For more information and resources, please visit the [Substance Abuse and Mental Health Services Administration \(SAMHSA\)](#) site.

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Administrative Updates

Holiday Closings

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

- Friday, November 11—Veterans Day (*New for 2022*)
- Thursday, November 24—Thanksgiving Day
- Friday, November 25—Day after Thanksgiving
- Monday, December 26—Christmas Day (observed)

You should expect to experience 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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