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Noteworthy Stories

Document Center Available Now in the CareFirst Provider Portal

CareFirst BlueCross BlueShield (CareFirst) is committed to enhancing your business interactions with us. As previously shared in the June issue of BlueLink, we're pleased to share that the CareFirst Provider Portal (CareFirst Direct) now features a new section where you can access electronic versions of paper communications typically sent through standard mail.

Once dental providers are logged in to CareFirst Direct, they can access the Document Center. The Document Center includes electronic versions of certain communications, including:

- New Provider Welcome Letters
- Credentialing Updates
- Fee Schedule Update Letters
- Contract Amendment Notifications
- And more!

The Document Center will display any documents dated July 1, 2025, or later that were sent to anyone associated with your tax ID. Please note, if CareFirst has not mailed anything to you recently, you won't have any documents to view initially.

Important Note: Some of the information available requires additional access levels within the Provider Portal. Please review the tutorial below for more information.

Need help using the Document Center?

Review this [brief tutorial](#) that walks you through everything you need to know.

Stay tuned for Document Center communications, as we hope to expand this tool and make additional communications available electronically.

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Required Password Reset, Passwordless Authentication Option in CareFirst Provider Portal

In today's digital landscape, the security of sensitive information is paramount—especially for organizations like CareFirst that manage several portals, a multitude of users and our members' personal health information. Effective **Sunday, August 17, 2025, CareFirst has required all [CareFirst Direct](#) users to update their passwords** as part of our ongoing efforts to make our portals more secure.

When users reset their passwords, they are encouraged to enroll in passwordless authentication—secure and user-friendly alternatives to traditional passwords such as passkeys and biometric verification. Going

passwordless simplifies login, makes the process quicker and results in higher success rates because users don't have to remember a password. It also provides enhanced security and reduces the risk of a data breach.

We recommend that providers review this helpful [FAQ/Overview](#).

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Did You Know?

Self-Service Options for Common Requests

Effective September 1, 2025, the dental Provider Services team will redirect all benefit fax requests and routine inquiries about eligibility/benefits, claim status, remittance, and fee schedule requests to [CareFirst Direct](#) and [CareFirst on Call](#).

We recognize that waiting on hold can be inconvenient. Our self-service options provide your practice with immediate access to answers to many frequently asked questions.

Don't have an account yet?

Now's the perfect time to register for CareFirst Direct. [Access step-by-step instructions here](#).

Using a third-party biller?

This [helpful guide](#) provides educational resources your third-party biller may need to fulfill your benefit fax inquiries on CareFirst Direct.

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	Checking Eligibility and Benefits on CareFirst Direct
View Membership ID Cards	X		How to Read ID Cards
ADA CDT Procedure Code Search	X	X	Checking Eligibility and Benefits on CareFirst Direct
Benefit Accumulations (like maximums and deductibles)	X	X	Checking Eligibility and Benefits on CareFirst Direct
Claim Status, Denial Reasons (line by line), and Claim Inquiries	X	X	Checking Claim Status in CareFirst Direct

Task	CareFirst Direct	CareFirst on Call (IVR)	How-to-Guide
View Remittances/Notice of Payments (NOPs) <i>(requires access from your Portal Admin)</i>	X		Remittance in CareFirst Direct
View Fee Schedules (requires access from your Portal Admin)	X		Fee Schedules in CareFirst Direct
Identify DHMO Patients' Primary General Dentist (PGD) Assignment (when available)	X		Checking Eligibility and Benefits on CareFirst Direct
Obtain Transaction IDs	X	X	CareFirst on Call Note: Transaction IDs are available within CareFirst Direct for all actions performed.
Receive Verification/Information via Fax		X	CareFirst on Call

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

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New Promotional Item for Your Office Staff

We're pleased to announce a new benefit available to our dental network providers. Our dental Provider Relations team is now offering complimentary readers, delivered directly to your practice. If you're interested in receiving these, please contact your representative.



Working With CareFirst

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

CareFirst Direct enables access to information about patient eligibility, benefits, claims and pre-treatment estimate (PTE) status. Depending on user access permissions, **it can also provide the ability to view Notices of Payment and fee schedules.**

The office can assign a Portal Administrator who has the authority to add, remove or modify users and their access within the portal. Appointing a Portal Administrator may reduce the need to contact the service unit by phone for basic questions and offers additional control over how the office interacts with CareFirst Direct.

If your office doesn't yet have a designated Portal Administrator, you can access our quick navigational resource to [assign a portal administrator](#). If you need assistance with this process, we encourage you to contact our help desk at 877-526-8390.

Now's the ideal time to act, as future inquiries of this type will be directed to CareFirst Direct by our Provider Services unit.

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Provider Satisfaction Survey

This fall, CareFirst, along with Escalent, an independent research company, will be emailing select providers inviting them to participate in our provider satisfaction survey.

The purpose of the survey is to gather feedback and give providers an opportunity to share their experience working with CareFirst. 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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Changes to CareFirst on Call for January 2026

Effective January 1, 2026, CareFirst will be removing the fax-back option from the Provider Interactive Voice Response (PIVR), and all benefit fax inquiries will be directed to CareFirst Direct.

We recognize that these changes may cause a change in the way your office does business with us, and we want to make sure you're prepared for these changes. Below, we've outlined a number of resources that your office may want to bookmark for future reference. All of these resources can be found on CareFirst's Learning and Engagement Center by navigating to www.carefirst.com/learning. (Note: All links open in new tabs.)

Need help accessing CareFirst Direct?	Accessing and Registering for CareFirst Direct
Using a Third-Party Billing Agent?	Dental Provider Billing Self-Service Guide

Want to bookmark navigational CareFirst Direct resources?	Navigate to the Learning and Engagement Center → On-Demand Resources → Dental
Looking for help with Passwordless Authentication on CareFirst Direct?	Passwordless Authentication in CareFirst Direct Resetting a Password or Passkey for CareFirst Direct

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The Chesapeake Dental Conference

Our dental provider relations specialists attended the Maryland State Dental Association's Chesapeake Dental Conference in Ocean City, MD, from Thursday, September 18 – Saturday, September 20.

Lecture topics included:

- Solutions to Challenging Implant Situations
- Chronic Pain, TMJ and Sleep
- Current Concepts in Cosmetic Injectables and Energy-Based Treatments
- The Communication Code: From Team Dynamics to Case Acceptance
- Proper Pharmacologic Prescribing and Disposal for Dental Practitioners
- Demystifying Dental Benefits for Associates and Practice Owners

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Holiday Closings

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

- Tuesday, November 11—Veterans Day (Observed)
- Thursday, November 27—Thanksgiving Day
- Friday, November 28—day after Thanksgiving
- Thursday, 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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BlueLink

Medical Provider Newsletter

Check out our BlueLink medical newsletter, published every two months on our [Provider website](#). From the [newsletter page](#), select *BlueLink* from the menu on the left to display links to the publications.

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