

Provider Portal (CareFirst Direct) User Guide

for Dental Providers



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Introduction to The Provider Portal (CareFirst Direct)

CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (CareFirst) understands the importance of spending more time with your patients and less time on the phone with insurers.

The Provider Portal (CareFirst Direct) is a convenient online tool available at www.carefirst.com/carefirstdirect that gives you fast, efficient access to the information you need.

You can:

- Make inquiries on your own time
- Avoid time-consuming phone calls
- Verify eligibility and benefits
- Check claim status, Estimate of Eligible Benefit Status
- Retrieve your office's fee schedule
- Access Notices of Payment/Remittance

This guide is intended for dental providers registered to use The Provider Portal (CareFirst Direct).

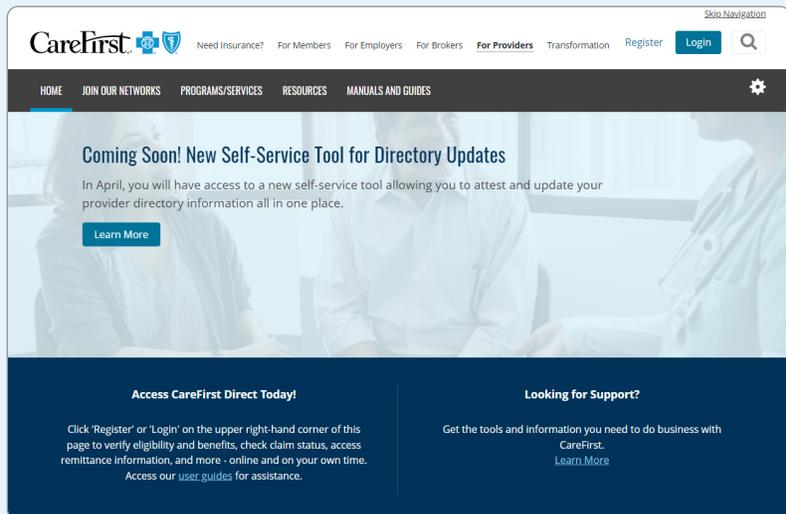
Questions?

For specific claim questions, please contact the appropriate provider service department for assistance. For technical questions, password resets, or to receive Administrator access, contact the CareFirst Help Desk at 877-526-8390.

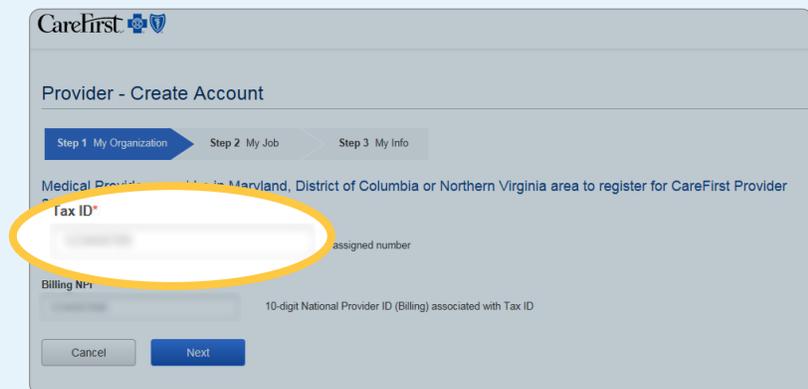
Accessing and Registering

Registering for The Provider Portal (CareFirst Direct) takes only minutes and saves your office valuable time with your patients. We recommend that you designate one person to complete registrations for the entire practice, and that you set up a Provider Portal (CareFirst Direct) account for each tax identification number (TIN) used in your practice.

To begin the registration process, visit carefirst.com/provider. Select the *Login* button to enter in your user ID and password, or select the *Register* button to create an account.



You will need your Tax ID and Billing NPI to start. It is important to note that your office's Tax ID and Billing NPI must be on file before you can register. Otherwise, the system will not be able to recognize your information, and you will not be able to proceed. This may be an indicator that we do not have your organizational NPI on file.



Identify your role.

CareFirst 

Provider - Create Account

Step 1 My Organization **Step 2 My Job** Step 3 My Info

Please tell us about your job at **Dental Group** (Tax ID)

Are you a Practitioner (Doctor, Nurse Practitioner, Dentist, etc.)?

Required fields will populate for you to enter your information. If you are a Practitioner, you can type your name in the field. If you are not a Practitioner, you will be asked how you support your organization and which dentist you support.

CareFirst 

Provider - Create Account

Step 1 My Organization **Step 2 My Job** Step 3 My Info

Please tell us about your job at **Dental Group** (Tax ID)

I am a Practitioner (Doctor, Nurse Practitioner, Dentist, etc.)

Please type **your name** in the below box. After a few characters, results will appear.*

My name is not listed. 

Fill out all required fields in Step 3. Your username must contain a minimum of 8 characters and may contain letters and numbers, but no special characters. The email address must be unique to the Tax ID and cannot contain info@, sales@, admin@ or webmaster@.



Provider - Create Account

Step 1 My Organization
Step 2 My Job
Step 3 My Info

First Name*

Last Name*

User ID*

User ID must contain a minimum of 8 characters and may contain letters and numbers, but no special characters.

Password*

Confirm Password*

Email Address*

Unique email address for this Tax ID. Email must not contain info@, sales@, admin@ or webmaster@

Confirm Email Address*

Phone Number

Extension

Consent for Electronic Communications*

CareFirst BlueCross BlueShield wants to help you manage your communications with us by offering you electronic communications. Instead of paper delivery, you can receive emails, text messages and/or mobile calls regarding your CareFirst patients by providing your email address and/or phone number and consent below.

Select the information you would like to receive:	Email	Text
Password reset and account verification	<input type="checkbox"/>	<input type="checkbox"/>
Provider and Physician Administrative Newsletters	<input type="checkbox"/>	<input type="checkbox"/>

Terms Of Use*

I have read and accept the [Terms Of Use](#)

By checking the "I have read and accept the terms of use", you agree to abide by these terms.

That means

- You are solely responsible for maintaining the confidentiality of your user ID and password.

Follow the rest of the instructions to complete your registration.

You will receive an Account Confirmation message alerting you to check your email to complete the process of updating your account. You will have 24 hours to complete this process.

To receive Administrator access for an account, call the CareFirst Help Desk at 877-526-8390.

Provider - Create Account

Check your email validate your new account and sign in. account for a message from CareFirst, which includes a link to You have 24 hours to confirm your email address and complete the account creation process.

Step 1
Check your Email



Go to your Email Account

Step 2
Confirm Email



Click on the Confirm Email Button

Step 3
Login



Login with your UserID and Password to Complete your Account

Confirm your account.

Provider - Create Account

Provider Login

Please Login to complete your Provider Account.

User ID [Forgot User ID?](#)

Password [SHOW](#) [Reset Password?](#)

Login

Step 1
Check your Email



Go to your Email Account

Step 2
Confirm Email



Click on the Confirm Email Button

Step 3
Login



Login with your UserID and Password to Complete your Account

Your account is ready.

Provider - Create Account

✔ Your Account is Ready

Here are your capabilities:

- View Eligibility and Benefits for members.
- View and inquire about a Claim.
- Create and view Referrals and Authorizations for members.

Close

The Provider Portal (CareFirst Direct) Home

This is your Home screen. A few things to point out:

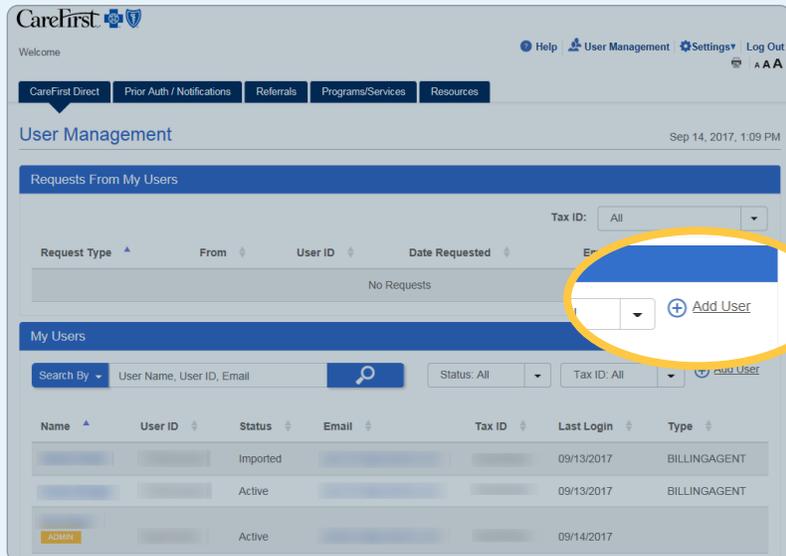
- 1 User Tabs:** Short links to pertinent information.
- 2 Member Search:** Quick, efficient data entry that connects you to benefits and claims status.
- 3 Provider News:** Any major changes or updates for providers are added here.
- 4 Quick Links:** Make sure your office's demographic information is kept up-to-date with quick access to our [Change in Dental Provider Information](#) form, get access to help with portal navigation, and retrieve other dental-specific forms, manuals and guides here.

The screenshot shows the CareFirst Direct Provider Portal Home screen. At the top, there is a navigation bar with tabs for 'CareFirst Direct', 'Prior Auth / Notifications', 'Referrals', 'Programs/Services', and 'Resources'. Below this is a sub-navigation bar with 'Eligibility / Benefits & Claims Status', 'Remittance / NOP', and 'Fee Schedules'. The main content area is titled 'Member Search' and includes a 'Find by Member ID' button, a 'Member ID' input field (containing 'ABC123456789'), a 'Date of Birth' input field (with a placeholder 'mm/dd/yyyy'), and a 'Date of Service' input field (containing '09/14/2017'). A 'Next' button is located below the input fields. To the right of the search form is a 'News!' section with several bullet points of updates. At the bottom right is a 'Quick Links' section with links for 'Help', 'Update Dental Provider Information', 'Manuals & Guides', and 'Forms'. Numbered callouts (1-4) point to the 'Programs/Services' tab, the 'Member Search' header, the 'News!' section, and the 'Quick Links' section respectively.

User Management

Click on *User Management*, at the top of the CareFirst Direct tab.

Note: Only users who have the Admin role are able to create and manage users within their Tax ID. Users who do not have the Admin role will not have the User Management link. To request Admin access, contact the CareFirst Direct help desk at 877-526-8390, Monday-Friday, 7 a.m.-6 p.m. (Eastern Standard Time).



To create a User

Click on *Add User* and complete the demographic fields. The User will be sent an email confirming their address.

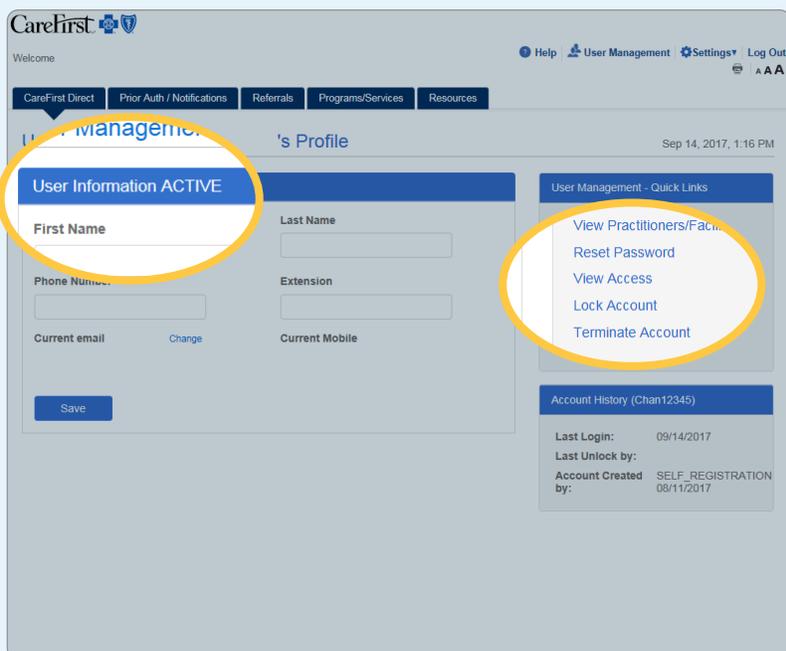
To terminate a User

Click on their username to view the user's profile. In the blue Quick Links sidebar, find *Terminate Account* and choose it.

To modify a User

Click on their Name to view the user's profile. Demographic information can be edited under *User Information*; access can be granted by clicking the link *View Access* in the blue Quick Links sidebar. Access items that apply to dental:

- Eligibility and Benefits
- Claims
- Remittance
- Dental Fee Schedules
- User Administration



View Access gives you the ability to maintain your office's access.

To add access to viewing Fee Schedules and NOPs, click *Add*, next to Dental Fee Schedules, then click *edit permissions*.

CareFirst
Welcome
Help User Management Settings Log Out
CareFirst Direct Prior Auth / Notifications Referrals Programs/Services Resources
User Management > > View Access Sep 14, 2017, 1:18 PM

AccessTax ID	830386885
Eligibility and Benefits View eligibility and benefits for a particular member.	✓
Claims View claim status and inquire about a claim.	✓
Referrals and Authorizations Create and view referrals and authorizations.	✓
Remittance View remittance information and generate notice of payment/remittance vouchers.	✓ Remove Access
Dental Fee Schedules View allowed amount for procedures for Dental Providers.	Add Edit Permissions ✓ Remove Access
Demographic Information View/Update Provider and Practice demographic information.	Add
User Administration Maintain users under my Organization.	✓ Remove Access

User Management - Quick Links
Viv's Profile
View Practitioners/Facilities
Reset Password
View Access
Lock Account
Terminate Account

Account History (Chan12345)
Last Login: 09/14/2017
Last Unlock by:
Account Created by: SELF_REGISTRATION 08/11/2017

If you have comments or questions, we want to help you.
For technical support, password resets, or to receive Administrator access, call the CareFirst Help Desk at (877) 526-8390. The CareFirst Help Desk is available Monday-Friday, 7 a.m.-6 p.m. (Eastern Time).

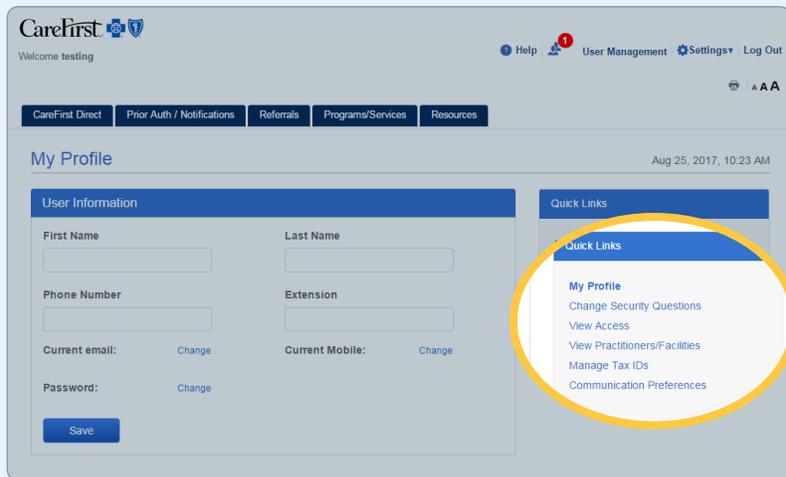
Permissions

Setting your permissions in CareFirst Direct is the second step in accessing our NOP and Fee Schedule functions in the system. User Management allows you to create new users, delete old users, and modify existing users, and **View Access** allows you to grant access to view these functions to your users.

Fee Schedules and Remittance Access

Once the user's status has been modified in *User Management*, the permissions for each user and location must be set as well.

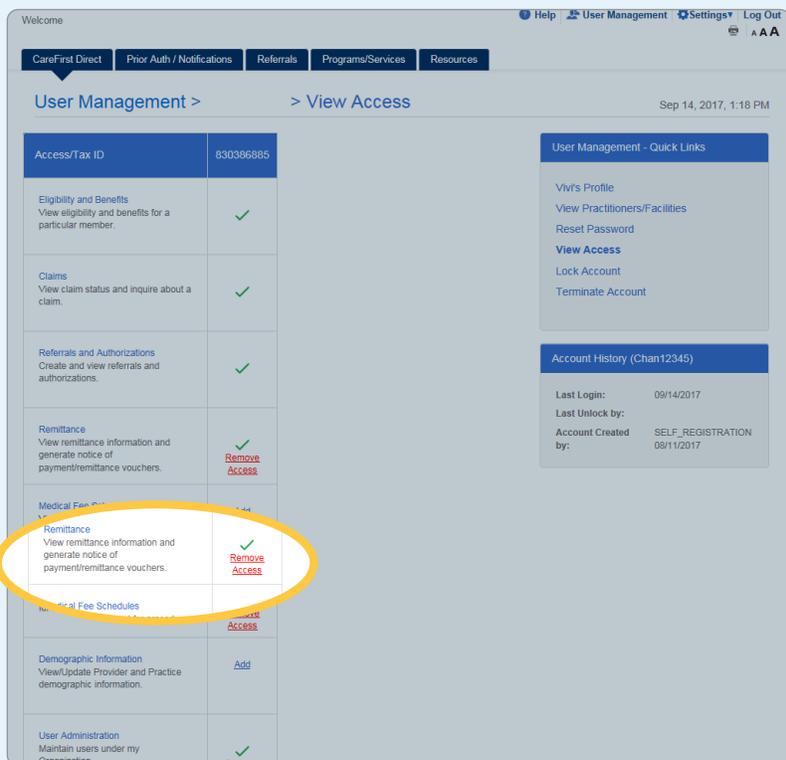
Click *View Access* in the sidebar to the right, under *Quick Links*.



Check off the access being granted to the user. Once the access has been granted, a green check mark will appear in the corresponding Fee Schedules box. A red link will also appear that will allow you to remove that access should the need arise.

If you are a dentist or an office manager and you are updating role for yourself—log out of CareFirst Direct and log back in to refresh your permissions.

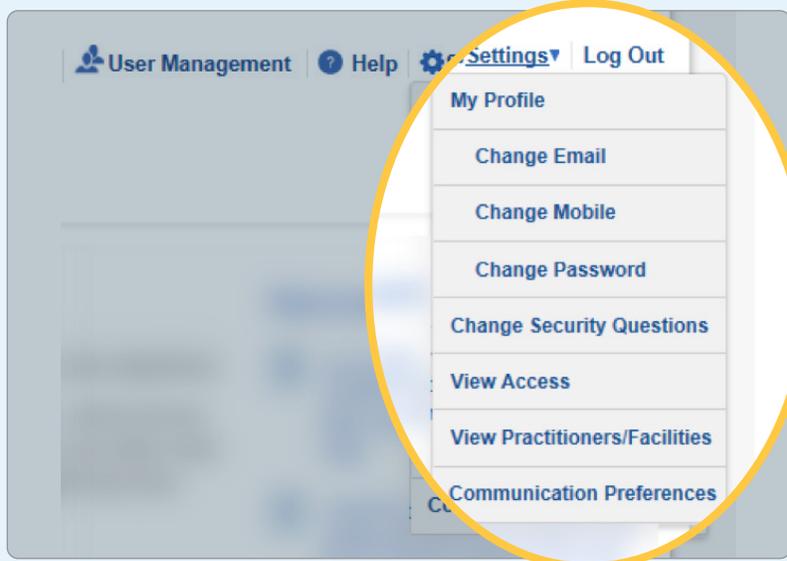
If you are a dentist or an office manager and you are updating role for another member of your staff, there is no need to log out and log back in. The User you've changed permissions for can log in and retrieve fee schedules in real time.



My Settings

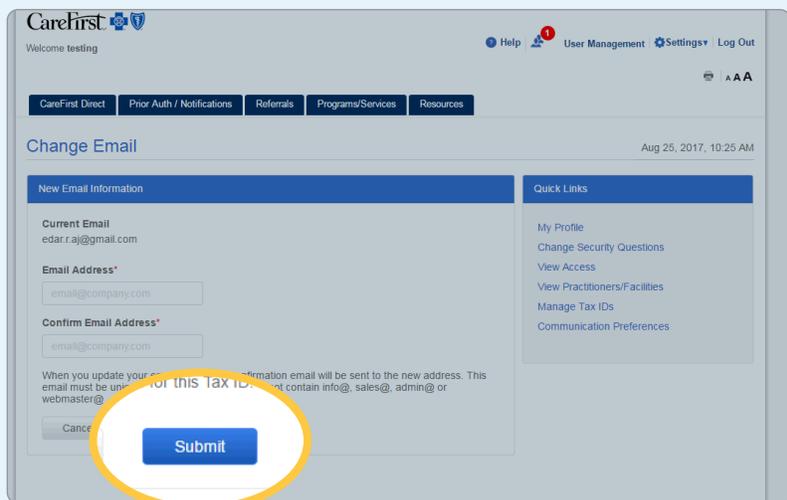
This section of The Provider Portal (CareFirst Direct) allows you to update your email address (and your email preferences), your security questions, and your password.

Your *Settings* can be accessed in the drop down menu at the top of your page.



Email Address Update

Update your email address and confirm, then click *Submit*.



Security Questions

The five security questions help protect the confidentiality of your user ID and password.

When you use the *Forgot Password* function, you will be asked to answer two of the questions to confirm your identity.

The screenshot shows the 'Change Security Questions' page. At the top, there are navigation tabs: CareFirst Direct, Prior Auth / Notifications, Referrals, Programs/Services, and Resources. The page title is 'Change Security Questions' with a timestamp of 'Aug 25, 2017, 10:25 AM'. The main content area is titled 'Security Questions' and contains a paragraph: 'Please answer the five(5) questions below. You must have unique answers. Feel free to edit the questions if you want to write your own questions. Answers are not case sensitive.' Below this is a table with two columns: 'Questions' and 'Answers'. The questions are: 'What was your first pet's name?', 'What is your mother's maiden name?', 'What model was your first car?', 'What City were you born?', and 'What elementary school did you first atte'. Each question has an 'Edit' link and an empty text input field. At the bottom, there are 'Cancel' and 'Save' buttons. On the right side, there is a 'Quick Links' sidebar with links: My Profile, Change Security Questions, View Access, View Practitioners/Facilities, Manage Tax IDs, and Communication Preferences.

Password Update

Passwords are case sensitive, and cannot be a recently used password. The password must be between 8 and 20 characters, and must contain 1 upper case letter, 1 lower case letter, and 1 number. It cannot contain your first or last name. You will receive a confirmation message alerting that an email has been sent to the user's verified email account.

Opt into or out of receiving electronic communications:

Instead of paper delivery, you can receive emails, text messages and/or mobile calls regarding your portal access by providing consent here.

The screenshot shows the 'Change Password' page. At the top, there are navigation tabs: CareFirst Direct, Prior Auth / Notifications, Referrals, Programs/Services, and Resources. The page title is 'Change Password' with a timestamp of 'Aug 25, 2017, 10:25 AM'. The main content area is titled 'New Password Information' and contains three password fields: 'Current Password *', 'New Password *', and 'Confirm Password *'. Each field has a 'SHOW' button next to it. At the bottom, there are 'Cancel' and 'Save' buttons. On the right side, there is a 'Quick Links' sidebar with links: My Profile, Change Security Questions, View Access, View Practitioners/Facilities, Manage Tax IDs, and Communication Preferences.

The screenshot shows the 'Communication Preferences' page. At the top, there are navigation tabs: CareFirst Direct, Prior Auth / Notifications, Referrals, Programs/Services, and Resources. The page title is 'Communication Preferences' with a timestamp of 'Aug 25, 2017, 9:27 AM'. The main content area is titled 'Consent for Electronic Communications' and contains a paragraph: 'CareFirst BlueCross BlueShield wants to help you manage your communications with us by offering you electronic communications. Instead of paper delivery, you can receive emails, text messages and/or mobile calls regarding your CareFirst patients by providing your email address and/or phone number and consent below.' Below this is a table with two columns: 'Select the information you would like to receive:' and 'Email' and 'Text'. The table has three rows: 'Password reset and account verification', 'Hospital Admissions', and 'Provider and Physician Administrative Newsletters'. The 'Email' column has checkboxes, and the 'Text' column has checkboxes. A yellow oval highlights the 'Email' column and the 'Password reset and account verification' row. Below the table, there is a 'That means' section with a dropdown menu: 'You are solely responsible for maintaining the confidentiality of your user'. At the bottom, there are 'Cancel' and 'Save' buttons. On the right side, there is a 'Quick Links' sidebar with links: My Profile, Change Security Questions, View Access, View Practitioners/Facilities, Manage Tax IDs, and Communication Preferences.

If you have comments or questions, we want to help you. For technical support, password resets, or to receive Administrator access, call the CareFirst Help Desk at (877) 526-8390. The CareFirst Help Desk is available Monday-Friday, 7 a.m.-6 p.m. (Eastern Time).

Eligibility and Benefits

The Provider Portal (CareFirst Direct) provides detailed eligibility and benefits information for our providers, in real time. When obtaining eligibility or benefits, be sure to have the patient's subscriber ID and patient's date of birth ready.

A few notes:

- If any patient information is incorrect, you will not be able to proceed with eligibility and benefit verification.
- Should any field need clarification, the question mark widgets next to the field will provide additional information.

The screenshot shows the 'Member Search' form in the CareFirst Direct portal. The form includes fields for 'Member ID*', 'Date of Birth*', and 'Member Status as of*'. A yellow circle highlights these fields, with a question mark icon next to the Member ID field. The page also features a 'News!' section with several articles and a 'Quick Links' section with links to AEA, Provider Credentialing, Update Dental Provider Information, and Manuals & Guides.

Search results pull back the option to view either benefits and eligibility or claim status for the member. When you click on either of these radio buttons, the option will appear to save the selected option for future use. Selecting Claim Status will prompt you to enter a date range.

The screenshot shows the 'Member Search Results' page in the CareFirst Direct portal. The search results display the member's information: Member ID: ABC123456789, Date of Birth: 09/25/1999 (18yrs), and Date of Service: 09/10/2017. Below the search results, there are two radio buttons labeled 'Eligibility/Benefits' and 'Claims Status', which are highlighted with a yellow circle. The page also features a 'Back' button and a 'Member Search Results' title.

Here, you will find all the policies associated with that member. You will view a full page of benefit information, including an electronic, downloadable membership identification card, specific to each member and in real-time.

Clicking on any topic in the Benefits toolbar provides a detailed catalog of related dental procedures and provides benefits, limitations, frequencies, and accumulations to date for your patient.

If it's available, you can retrieve the member's ID Card by clicking on the image.

Eligibility Summary

Date of Service: 09/13/2017

Member Name: [Redacted] DOB: 01/01/1900 (42 yrs) Male

Insurance Type: PPO

	In-Network		Out Of Network	
	Individual	Family	Individual	Family
Deductible	\$60.00 remaining of \$60.00	\$180.00 remaining of \$180.00	\$180.00 remaining of \$180.00	N/A
Out of Pocket ¹	\$350.00 remaining of \$350.00	N/A	N/A	N/A
Annual Max ²	\$1,000.00 remaining of \$1,000.00	N/A	N/A	N/A

Benefits

- View Dental Benefits
- Dental Care (General Benefits)
- Adjunctive Dental Services
- Dental Crowns
- Diagnostic Dental
- Endodontics
- Maxillofacial Prosthetics
- Oral Surgery
- Orthodontics
- Periodontics
- Preventative (Routine) Dental
- Prosthodontics
- Restorative

Search by Procedure Code(s)



Ortho Lifetime Max: N/A

1 - Out of Pocket applies to ages 0 through 19
2 - Annual Max applies to ages 20 and older

Dental History - Check Dental Benefit Details for Policy Specific Limitations

Benefit	Benefit Frequency	#Used	#Remaining
Periodic Oral Exam	2 per benefit period	0 applied	2 remaining
Bitewing Radiographs	2 per benefit period	0 applied	2 remaining
Tropical Fluoride (age limit applies)	10 per benefit period	0 applied	10 remaining
Periodontal Maintenance	2 per benefit period	0 applied	2 remaining
Full Mouth Series or Panoramic Film	1 per 36 months	Last Service Date: No Claim on File	

Disclaimer

Unless otherwise required by state law, this notice is not a guarantee of payment. Benefits are subject to all contract limits and the member's status on the date of service. Accumulated amounts such as deductibles may change as additional claims are processed.

Viewing and printing this document requires adobe Acrobat Reader, which can be downloaded free from the Adobe site.

I would like to:

- View Claims
- Prior Auth/Notifications
- Dental FAQ's
- New Member Search

Your results will populate in an easy-to-read format, complete with code-specific benefit details, frequencies, limitations, and age limits (if applicable).

Non-covered codes will not display benefits.

CareFirst Direct | Eligibility Summary | Dental Benefit Details

Eligibility / Benefits & Claims Status | Remittance / NOP | Fee Schedules

< Back **Dental Benefit Details** Sep 13, 2017, 1:06 PM

You Searched For

Benefit Category: Dental Care (General Benefits)

Member Name: [REDACTED] DOB: 01/01/1900 (42 yrs) Male Member ID: 123456789

Dental Group# Group Name **Dental Covered History**

Procedure Code	Age Band	Coinsurance	Copay	Limitation	Usage/Last Service
D0120	when High age of 19 years	0%	\$0	2 Unit(s) per Service Year	2 remaining
	when Low age of 20 years	0%	\$0	2 Unit(s) per Service Year	2 remaining
D0210	when High age of 19 years	0%	\$0	1 Unit(s) per 36 Month(s)	No Claim on File
	when Low age of 20 years	0%	\$0	1 Unit(s) per 36 Month(s)	No Claim on File
D0220	when High	0%	\$0	1 Unit(s) per	No Claim on

Dental Benefits

- Dental Care (General Benefits)
- Adjunctive Dental Services
- Dental Crowns
- Diagnostic Dental
- Endodontics
- Maxillofacial Prosthetics
- Oral Surgery
- Orthodontics
- Periodontics
- Preventative (Routine) Dental
- Prosthodontics
- Restorative

Search by Procedure Code(s)

Clicking on *Dental Covered History* will populate a chart of all dental covered history CareFirst has on file for your patient.

CareFirst Direct | Prior Auth / Notifications | Referrals | Programs/Services | Resources

CareFirst Direct | Eligibility Summary | Dental Benefit Details | Dental Covered History

Eligibility / Benefits & Claims Status | Remittance / NOP | Fee Schedules

< Back **Dental Covered History** Sep 13, 2017, 1:06 PM

You Searched For

Benefit Category: Dental Care (General Benefits)

Member Name: [REDACTED] DOB: 01/01/1900 (42 yrs) Male Member ID: 123456789

Dental Group# Group Name Reset Filter / Sort

Procedure Code	Date of Service	Beginning Tooth#	Surface
No Records Found			

Disclaimer

This data is real time information and is valid at the time of this inquiry. It does not represent a guarantee of coverage or a payment.

Viewing and printing this document requires adobe Acrobat Reader, which can be downloaded free from the Adobe site.

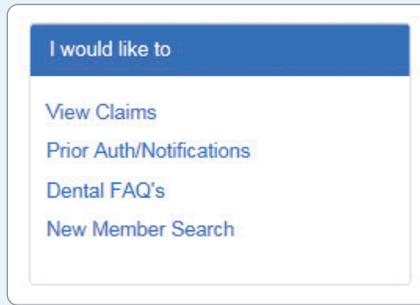
Benefits

- View Dental Benefits
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- Dental Crowns
- Diagnostic Dental
- Endodontics
- Maxillofacial Prosthetics
- Oral Surgery
- Orthodontics
- Periodontics
- Preventative (Routine) Dental

“I would like to” Navigation

You will notice throughout the Eligibility and Benefits search screens you are provided helpful navigation options under the “I would like to” heading. From there, you are able to do the following:

- View Claims for the member you have searched for
- Go directly to the Prior Authorization/Notification page
- Complete a search for a New Member

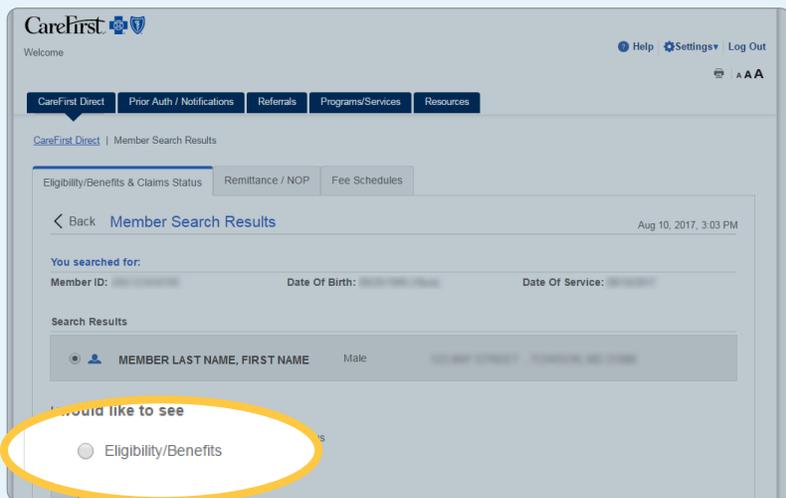


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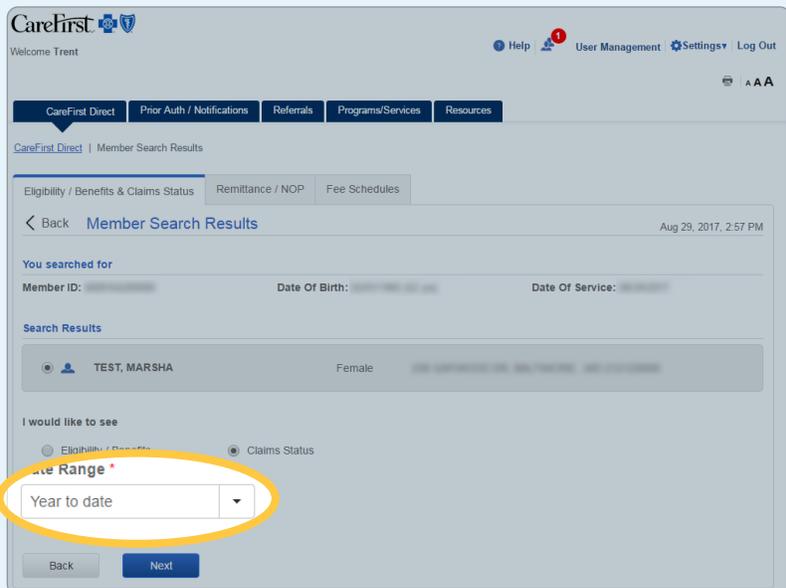
Claim Status

The Provider Portal (CareFirst Direct) provides detailed claim status information for our providers, in real-time. When obtaining eligibility or benefits, be sure to have the patient's subscriber ID and patient's date of birth ready.

Under the *Eligibility/Benefits* & *Claims Status* tab, select *Claims Status*.



Selecting *Claim Status* will prompt you to enter a date range.



Search results will populate general claim status and EEB information, including claim number, patient name, date(s) of service, total charge, total paid, and claim status.

Claims Status Results

Date of Service: Last 30 days | Update | Tax ID/Organization: View All

Provider Name Provider ID	Date of Service	Total Claim	Claim Number	Claim Status	Patient Account#
[Redacted]	08/09/2017 - 08/09/2017	\$2,800.00	[Redacted]	FINALIZED	[Redacted]

Estimate of Eligibility Benefit

Provider Name Provider ID	Date of Service	Total Claim	Claim Number	Claim Status	Patient Account#
[Redacted]	08/09/2017 - 08/09/2017	\$2,800.00	[Redacted]	FINALIZED	[Redacted]

Clicking on the claim number will populate more claim/EEB details.

Claim Status Summary

Member ID: [Redacted]

Claim Information

Claim Number: [Redacted] | Date of Service: 08/19/2017-08/19/2017 | Adjust Ind.: N

Claim Status: Acknowledgement Accepted | Adjudication Date: 08/21/2017

Check/ EFT Date: N/A | Check/ EFT Number: N/A | Estimate of Eligible Benefits: Click icon to view

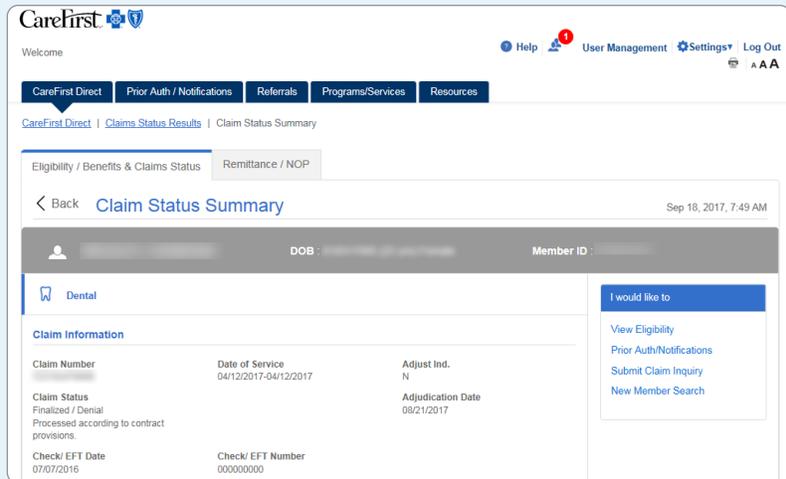
Provider Information

Provider Name/Provider Id	Tax ID	Pay to NPI
[Redacted]	[Redacted]	[Redacted]

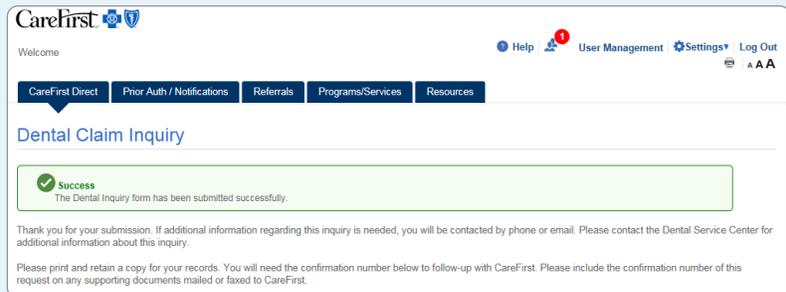
	Amount		Amount
Total Charges	\$2,500.00	Deductible Amount	\$0.00
Total Non-Allowed amount:	\$2,500.00	Copay Amount	\$0.00
Total Allowed amount:	\$0.00	Coinsurance Amount	\$0.00
Total Paid Amount	\$0.00	COB Amount	N/A
Total Member Responsibility	\$2,500.00	Penalty Amount	\$0.00

Line No	Procedure Code and Modifiers	Total Charge	Allowed charges	Paid Amount	Patient Liability	Date of Service	Place of Service
1	D3347	\$2,500.00	\$0.00	\$0.00	\$2,500.00	08/19/2017-08/19/2017	N/A

On the Claim Status Summary page, providers can submit claim inquiries via an electronic form, located in the *I would like to...* sidebar to the right of the main screen. Click on *Submit Claim Inquiry*.



A new window will open, displaying the inquiry intake form. The form comes pre-populated with claim-specific information. Required fields include the Inquirer's information, and a description of the inquiry. Clicking *Submit* will first ask if the user would like to make any corrections before finalizing the inquiry. Clicking *Okay* submits the form to our Dental Correspondence Unit, who will respond via a phone call, an email address, or an updated NOP within 14 days. You will get an electronic receipt of your submission as well.



Your office can also view EEB status on CareFirst Direct. Using the Year-to-Date Date Range option allows you to view all claims and EEBs submitted for that member to date. Clicking on the EEB Document Control Number (DCN) pulls up a summary of the processed estimate. A downloadable PDF of the EEB is also available

CareFirst Direct | Claims Status Results

Eligibility / Benefits & Claims Status | Remittance / NOP

Back **Claims Status Results** Sep 18, 2017, 8:03 AM

Date of Service: **Year to date** Tax ID / Organization: View All

Date of Service: Year to date (7 yrs) Male Member ID: [REDACTED]

Dental Claims

Provider Name Provider ID	Date of Service	Total Claim	Claim Number	Claim Status	Patient Account #
[REDACTED]	08/08/2017 - 08/08/2017	\$500.00	[REDACTED]	FINALIZED	N/A
[REDACTED]	08/08/2017 - 08/08/2017	\$1,500.00	[REDACTED]	FINALIZED	N/A
[REDACTED]	08/08/2017 - 08/08/2017	\$2,500.00	[REDACTED]	FINALIZED	N/A

Estimate of Eligibility Benefit

Provider Name Provider ID	Date of Service	Total Claim	Claim Number	Claim Status	Patient Account #
[REDACTED]	08/19/2017 - 08/19/2017	\$2,600.00	[REDACTED]	FINALIZED	N/A
[REDACTED]	08/19/2017 - 08/19/2017	\$2,500.00	[REDACTED]	FINALIZED	N/A
[REDACTED]	08/08/2017 - 08/08/2017	\$2,500.00	[REDACTED]	FINALIZED	N/A

Disclaimer

Unless otherwise required by state law this notice is not a guarantee of payment Benefits are subject to all contracts limits and the member's status on the date of service Accumulated amount such as deductibles may change as additional claims are processed.

Viewing and printing this document requires adobe Acrobat Reader, which can be downloaded free from the Adobe site.

* N/A : Not Available

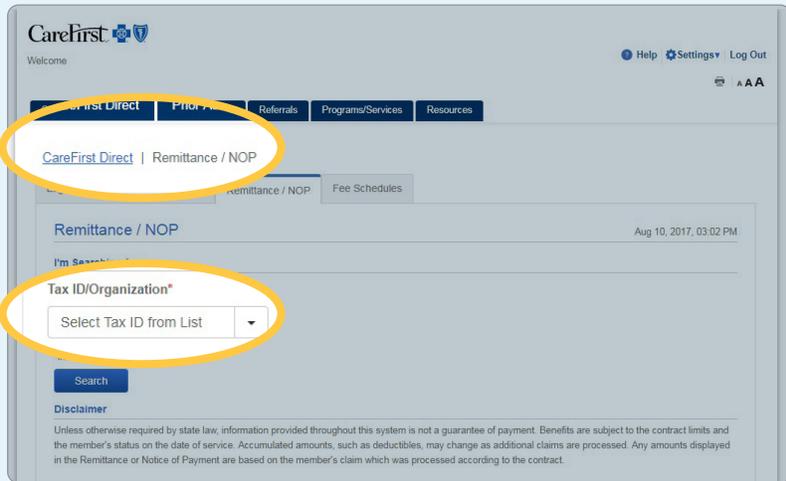
If you have comments or questions, we want to help you. For technical support, password resets, or to receive Administrator access, call the CareFirst Help Desk at (877) 526-8390. The CareFirst Help Desk is available Monday-Friday, 7 a.m.-6 p.m. (Eastern Time).

NOP/Remittance

CareFirst Direct now provides access to view Dental Notices of Payment (NOPs) and Remittances.

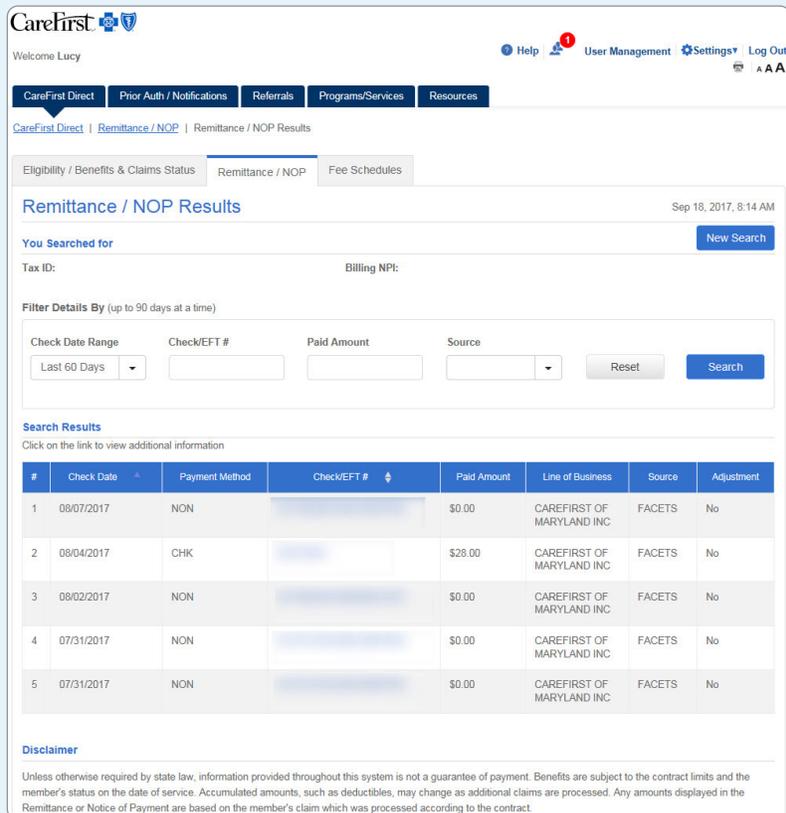
To start, click on the NOP/ Remittance tab across the top of the main screen.

Note: To view Remittance/ Notice of Payment, your Office Administrator will need to provide you with access through User Management or you can request access within Settings > View Access on the Provider Portal Home Page.



Click on the Tax ID for the office, then click on the appropriate NPI. Click *Search*.

Your search results will default to *Last 60 days*. The Date Range function is customizable, so you may search using other criteria. Click on the check number/file name of the check to view more details about that payment and retrieve a downloadable PDF of the NOP.



Clicking on the Claim Number from this screen takes you to a viewable breakdown of the processing of that claim.

CareFirst

Welcome Help 1 User Management Settings Log Out

CareFirst Direct | Prior Auth / Notifications | Referrals | Programs/Services | Resources

CareFirst Direct | Remittance / NOP | Remittance / NOP Results | Remittance Details

Eligibility / Benefits & Claims Status | Remittance / NOP | Fee Schedules

< Back **Remittance Details** Sep 18, 2017, 8:44 AM

Pay to NPI:	Check/EFT Number:	Total Paid Amount: \$28.00
Tax ID:	Check Date: August 04, 2017	Total Charge Amount: \$500.00
Payee Name:	Production Date: August 04, 2017	Total Member Liability: \$0.00
Email:	Receiver Name/Number: CareFirst	
Contact:	NPI Remittance:	

Filter Details By

Member Account	Member ID	Claim Number/CN#	Last Name
All	All	All	All

Reset Search

Export:

#	Member Account	Member ID	Claim Number	Status Code	Member Name	Total Charge	Paid Amount	Member Liability
1	0			1		\$500.00	\$28.00	\$0.00

Disclaimer

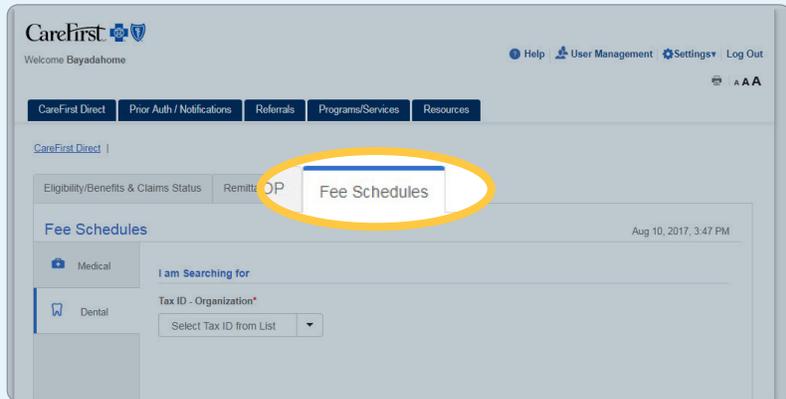
Unless otherwise required by state law, information provided throughout this system is not a guarantee of payment. Benefits are subject to the contract limits and the member's status on the date of service. Accumulated amounts, such as deductibles, may change as additional claims are processed. Any amounts displayed in the Remittance or Notice of Payment are based on the member's claim which was processed according to the contract.

Fee Schedules

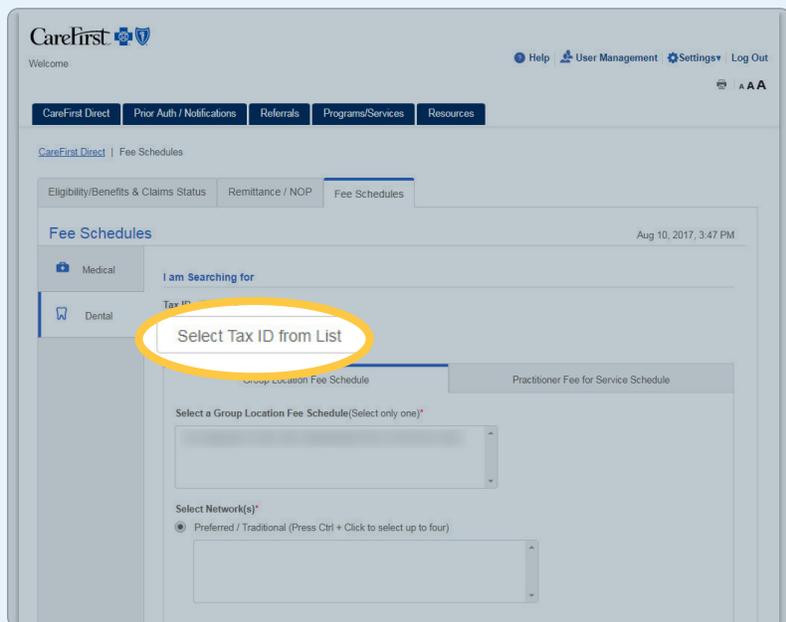
Before accessing Fee Schedules, you must add access to the Dental Fee Schedules in [User Management](#).

From The Provider Portal (CareFirst Direct) home page, click on the Fee Schedules tab.

Note: To view Remittance/ Notice of Payment, your Office Administrator will need to provide you with access through User Management or you can request access within Settings > View Access on the Provider Portal Home Page.



Select the Organization Tax ID.



Select your address.

The screenshot shows the CareFirst web application interface. At the top, there is a navigation bar with the CareFirst logo and links for Help, User Management, Settings, and Log Out. Below this is a secondary navigation bar with tabs for CareFirst Direct, Prior Auth / Notifications, Referrals, Programs/Services, and Resources. The main content area is titled "Fee Schedules" and includes a sub-tab for "Fee Schedules". On the left, there are filters for "Medical" and "Dental". The search criteria include "I am Searching for" and "Tax ID - Organization". The search results are displayed in a table with two columns: "Group Location Fee Schedule" and "Practitioner Fee for Service Schedule". The search results are highlighted with a yellow oval.

Group Location Fee Schedule	Practitioner Fee for Service Schedule
Select a Group Location Fee Schedule(Select only one)*	
Select Network(s) (Press Ctrl + Click to select up to four)	
DENTAL - REGIONAL PARTICIPATING PROVIDER NETWORK	
DENTAL - REGIONAL PREFERRED PROVIDER NETWORK	

Select the button for the network for which you're searching. If you are looking for both Traditional and PPO fees, press Ctrl + click on both networks. If you are looking for the DHMO copayment schedule, click on the *DHMO* button.

The screenshot shows the CareFirst web application interface. At the top, there is a navigation bar with the CareFirst logo and links for Help, User Management, Settings, and Log Out. Below this is a secondary navigation bar with tabs for CareFirst Direct, Prior Auth / Notifications, Referrals, Programs/Services, and Resources. The main content area is titled "Fee Schedules" and includes a sub-tab for "Fee Schedules". On the left, there are filters for "Medical" and "Dental". The search criteria include "I am Searching for" and "Tax ID - Organization". The search results are displayed in a table with two columns: "Group Location Fee Schedule" and "Practitioner Fee for Service Schedule". The search results are highlighted with a yellow oval.

Group Location Fee Schedule	Practitioner Fee for Service Schedule
Select a Group Location Fee Schedule(Select only one)*	
Select Network(s) (Press Ctrl + Click to select up to four)	
DENTAL - REGIONAL PARTICIPATING PROVIDER NETWORK	
DENTAL - REGIONAL PREFERRED PROVIDER NETWORK	

Search By

- Procedure Code(s)
- All Procedure Codes

Disclaimer

The terms and rates in CareFirst Direct are proprietary and confidential and shall not be disclosed, except as may be required by law. These are the maximum allowed amounts and are subject to the member benefits, policies and procedures. Amounts may vary slightly due to rounding. Allowances for injectables are subject to change.

* indicates required data

Search

Select your search type. Choosing the *Procedure Code(s)* option will prompt you to type each CDT code you are looking for.

The screenshot shows the CareFirst web application interface for searching fee schedules. The page title is "Fee Schedules" and the date is "Aug 10, 2017, 3:47 PM". The search criteria include "Medical" and "Dental" tabs, "Tax ID - Organization", and "Group Location Fee Schedule". The "Search By" section is highlighted with a yellow oval, showing two radio button options: "Procedure Code(s)" and "All Procedure Codes". The "All Procedure Codes" option is selected.

Click *Search*. Your search results will populate based on your search type.

From this page, you can scroll through your results or Preview as PDF.

The screenshot shows the CareFirst web application interface for search results. The page title is "Dental Fee Schedule Search Results" and the date is "Aug 10, 2017, 3:47 PM". The search criteria include "Medical" and "Dental" tabs, "Your Searched for" section, "Provider Tax ID", "Group Location", and "Procedure Code: All". The search results are displayed in a table with the following data:

Procedure Code	DENTAL - REGIONAL PARTICIPATING PROVIDER NETWORK
D0240	15
D0242	15
D0243	15
D0248	15
D0247	15
D0249	15

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