Dental: 866-891-2804
FEP (Northern VA, DC, Montgomery and Prince George’s Counties): 202-488-4900
FEP (all other MD FEP Providers): 410-581-3568 | 800-854-5256

Enter Provider Numbers
For All Dental Providers
For best results, use your Tax ID to access this system. You can say or key in your Tax ID into the phone.

Oral Surgeons
Oral surgeons with a medical provider number and inquiries about medical services should use the CareFirst on Call Professional Reference Card when requesting medical information.

Enter Member Numbers
Membership numbers are most easily entered using the telephone keypad.
• Do not enter the 3 letter prefix that is present on most BlueCross Blue Shield membership numbers.
• Do not enter the “R” that precedes Federal Employee Program membership numbers.

Self-Service Options
General information is available for:
• Eligibility
• Benefits
• Deductibles and Maximums
• Claims Status
• Dental Pre-Treatment Estimate Status
• Frequently Requested Information

Benefit Choices for Dental Providers
• Overview
• Orthodontics
• Enter an ADA Procedure Code

The Fax Back Feature
To get a fax of your information, follow the voice prompts. You will receive one fax for each inquiry, for each member.

Helpful Hints
Key Commands
9 Back to the Main Menu 0 Transfer to Customer Service

Enter Alphabetic Characters
If your provider number or the membership number has letters in it, you must press 3 keys for each letter.
#1 Press the star key to indicate you are about to enter a letter.
#2 Press the key containing the letter.
#3 Press the number that coincides with the position of the letter on that key.

Enter Dates
Say the date you wish to enter. For instance: “January First Two Thousand Fourteen,” or using the key pad, you would enter 0 1 0 1 2 0 1 4 on your phone.

Provider Types
If the system does not recognize your provider number, it will ask you to select your provider type from the list below.
1 Hospital
2 Non-Hospital Facility
3 Dentist
4 Routine Vision Provider
5 Professional Provider

To access this guide and other reference guides available, visit www.carefirst.com/providermanualsandguides.