

# Learning and Engagement Center

Whether you are a new or long-time participating provider, the Learning and Engagement Center (LEC) provides flexible, free, and engaging training, regardless of your level of experience.

LEC offers a variety of training courses to provide you with time-saving information. Learn how to identify CareFirst members, get a refresher on our claims and billing procedures, or discover the tools that are available to help you and your office staff. From live webinars to on-demand modules, our flexible training options can easily fit into your busy day.

## On-Demand Training

Access a variety of trainings that meet your evolving needs as a healthcare provider. We recommend starting with **"Working with CareFirst"** to learn more about who we are and how to do business with us. Not sure where to go next? Take a look at our new provider courses listed below:

For Medical Providers	For Dental Providers
<ul style="list-style-type: none"> <li>■ CareFirst Networks</li> <li>■ CareFirst On Call</li> <li>■ Checking Eligibility and Benefits in CareFirst Direct</li> <li>■ Prior Authorizations/Notifications</li> <li>■ Submitting Claims for Medical Providers</li> <li>■ BlueCard Claims Filing</li> <li>■ Checking Claims Status in CareFirst Direct</li> <li>■ How to Read NOPs for Medical Providers</li> <li>■ Electronic Remittance (835) for Medical Providers</li> <li>■ Corrected Claims, Inquiries and Appeals</li> </ul>	<ul style="list-style-type: none"> <li>■ CareFirst Direct for Dental Providers</li> <li>■ Dental Insurance Plan Basics</li> <li>■ CareFirst Dental Provider Networks and Requirements</li> <li>■ How to Read ID Cards for Dental Providers</li> <li>■ Submitting Claims for Dental Providers</li> </ul>

### Quick Tip!

Check back frequently to find new, engaging, and informational **On-Demand trainings** to meet your continued needs.

## Not sure where to start?

No worries - we've got something to help you! Answer a few questions using the survey tool and we'll give you courses that meet your needs. The tool can be found on the Home page of the Learning and Engagement Center.

## Webinars

Our webinars, offered through Microsoft Teams, are designed to provide you with the necessary information you need, all from the comfort of your home or office. We plan our webinars around important updates and reminders, new products, and technology enhancements.

### How to Enroll

Dates and times of our current webinars can be found online. Registration is required. For additional enrollment information, visit the **Webinar page** on our website for step-by-step instructions.

Check [www.carefirst.com/learning](http://www.carefirst.com/learning) frequently to view the complete list of training opportunities.

**We've got you covered.**