

DENTAL

PROVIDER MANUAL

Chapter 1: Welcome to CareFirst

Introduction to CareFirst

Mission

As [CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. \(CareFirst\)](#) continues to transform, upholding our [values and ethics in support of our mission](#) remain crucial to our success. It is through our daily conduct that each of us can thrive and be our best on behalf of the people we serve; living our values and modeling the behaviors that form an ethical and supportive culture.



Online Resources and Contact Information

Provider Link List

Please refer to the [Dental Provider Link List](#) to help you navigate the provider website.

Provider Quick Reference Guide

Please refer to the [Dental Provider Quick Reference Guide](#) for additional information and resources to help you do business with CareFirst.

Introduction to the Manual

Video from Stacia Cohen

Please watch [this](#) short video for a message from Stacia Cohen, Executive Vice President of Health Services.

How to Use this Manual

This manual provides information for your patients who are CareFirst members. It is meant to be your primary reference guide to conducting business with CareFirst.

The information in the manual relates to all provider types. The information in this manual is organized by chapters and units within each chapter. Additionally, we have included links to helpful documents throughout the manual.

The entire manual can be downloaded as a searchable PDF document. Simply click on "View Entire Manual." Click on the magnifying glass, enter your keyword(s) in the search box to find the information you seek. Also, the table of contents has been hyperlinked, so you can easily navigate within the PDF.

Per the terms of the Participation Agreement, all providers are required to adhere to all policies and procedures contained in this manual, as applicable. In the event that there is an inconsistency between your Participation Agreement and this Manual, your Participation Agreement controls.

If we make any procedural changes in our ongoing efforts to improve our service to you, we will update the information in this manual and notify you through [email](#) or [BlueImpressions](#), our online dental provider newsletter. To be kept up-to-date with the most current information and alerted to changes, we strongly encourage you to [sign up](#) to receive our emails, which will let you know when the manual has been revised.

We welcome your feedback on the manual. If you have any comments or suggestions for additional improvements to the manual, please send them to providermanual@carefirst.com.

Specific requirements of a member's health benefits vary and may differ from the general procedures outlined in this manual. If you have questions regarding a member's eligibility, benefits or claims status information, we encourage you to use one of our self-service channels: [CareFirst Direct](#) or [CareFirst on Call](#). Through these channels, simple questions can be answered quickly.

Read and print the [Guidelines for Provider Self-Service](#).

New Providers/Office Staff Begin Here

We encourage all new providers/office staff to review our [on-demand training modules](#) that serve as foundational knowledge to doing business with CareFirst. You will also find additional helpful training modules. If you have questions after reviewing these training sessions, please email providered@carefirst.com.