

# Self-Service Options

This manual provides information for CareFirst BlueCross BlueShield, CareFirst BlueChoice, Inc. and The Dental Network (CareFirst) Dental providers.

Per the terms of the Participating Agreement, all providers are required to adhere to all policies and procedures contained in this manual, as applicable. If we make any administrative or procedural changes, we will update the information in this manual and notify you through [email](#) and [BlueImpressions](#), our online Dental provider newsletter.

Specific requirements of a member's dental 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.

## Electronic Capabilities

To support our paperless initiative and improve your claims processing experience, CareFirst strongly encourages providers to utilize electronic capabilities.

### Electronic Claims

We strongly encourage providers to submit all claims electronically. Electronic submission can help your practice save time, money and eliminate incomplete submissions. We understand that certain claims require additional documentation from CareFirst and cannot be submitted electronically. However, we urge you to take advantage of all the benefits by filing electronically whenever possible, including when submitting the following types of claims:

- Initial
- Corrected
- Pre-Treatment Estimates

If you do not currently submit claims electronically, contact one of our preferred clearinghouses:

- Change Healthcare at 1-844-217-1199
- Tesia Clearinghouse, LLC at 866-712-9584
- Dental Xchange at 800-576-6412

Your billing National Provider Identifier (NPI) must be used to identify your practice when submitting claims. Throughout the electronic claims submission process, you will receive reports from your clearinghouse that will confirm if a claim has been received or if the claim encountered an error which will require you to correct and resubmit the claim. If a claim encounters an error, you must correct the error and resubmit through your clearinghouse. If not, the claim has not been filed with CareFirst, and may result in a timely filing rejection. To locate a claim, start from the point of initial electronic filing to identify any potential transmission problems. If the claim is not showing

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on the system, please contact your clearinghouse, or contact the CareFirst EDI Help Desk at 1-877-526-8390 or [edi@directsubmission.com](mailto:edi@directsubmission.com).

Claims Receipt Reports should be filed and kept for an appropriate period of time for follow up and research activities. CareFirst does not keep copies of these reports. You can always login at [carefirst.com/carefirstdirect](https://carefirst.com/carefirstdirect) to check on the status of any claim that has been received and processed. To identify any issues, contact Provider Services. For more information, visit [carefirst.com/dentaledi](https://carefirst.com/dentaledi).

### Electronic Remittance Advice (ERA)

If you submit claims electronically, you can receive payment vouchers through an Electronic Remittance Advice (ERA 835), delivered by your clearinghouse and including the payment details, HIPAA adjustment reason codes and HIPAA remark codes necessary for you to reconcile your patient accounts. Receiving your payment information electronically allows you to realize claim resolution faster and save money. For more information and to set up ERA, please contact your clearinghouse.

### Electronic Fund Transport (EFT)

If you are submitting claims electronically and receiving an Electronic Remittance Advice (ERA), you can also take advantage of Electronic Fund Transfer (EFT), which allows you to get paid faster with secure direct deposits from CareFirst and reduced paperwork. All of our preferred clearinghouses offer EFT enrollment services.

## Self-Service Options Available to Providers and Staff

### CareFirst Direct

**CareFirst Direct** is our on-line benefit and claims information system that provides eligibility and benefit details at your fingertips. This service can be accessed on our website, [carefirst.com/carefirstdirect](https://carefirst.com/carefirstdirect). As a part of our ongoing effort to improve how your practice does business with us, we have recently enhanced and are constantly improving **CareFirst Direct**, to provide your office staff with information they need at their fingertips:

- Eligibility
- Benefits
- Claim Status/EEB Status
- Claims Inquiries
- Fee Schedules. Copayment Schedules
- Frequencies, Limitations, Dental Covered History
- Dental PCP Information, when available
- NOP/Remittance Information
- Provider Demographic Information Updates
- For specific questions on dental administration, you can visit [carefirst.com/dentalmanual](https://carefirst.com/dentalmanual), where you can interactively search by topic for the item you want
- **CareFirst's Dental Clinical Criteria** have been developed, revised and updated periodically. They are reviewed and approved by the CareFirst Dental Advisory Committee (DAC) and/or the Oral and Maxillofacial Surgery Advisory Committee (OMSFAC)
- We have a full suite of reference guides, which are easily accessible at [carefirst.com/providerguides](https://carefirst.com/providerguides). CareFirst offers Continuing Education courses, available to participating providers and staff

## CareFirst on Call

**CareFirst on Call** is our enhanced interactive Voice Response Unit, which can assist with eligibility, claim status, and benefit information. CareFirst on Call has a fax back option capability as well, which gives your office detailed documentation of information discussed on the call

In addition to our self-service options, CareFirst also provides a dedicated member and provider service unit, trained to answer your more complicated inquiries.

As a participating provider, you will have access to the latest news and updates in the dental industry in our quarterly BlueImpressions newsletter. In it, you will find pertinent and meaningful articles that will keep you and your office up-to-date and informed. We also provide email services as well; you can register at [carefirst.com/stayconnected](https://carefirst.com/stayconnected). By registering for CareFirst emails, you will not only receive important dental news, you will also receive notifications when a new issue of **BlueImpressions** is available online, information on future seminars, changes to coding and administrative updates.