

# Third-Party Billers Self-Service Dental Guide

Refer to the table below to find the answers you need and save time on the phone.

Reason	CareFirst Direct or CareFirst on Call (IVR)?	Available Resources
Verify eligibility and benefits	Both	<a href="#">Eligibility and Benefits in CareFirst Direct</a> <a href="#">CareFirst on Call</a>
View membership ID cards	CareFirst Direct	<a href="#">Eligibility and Benefits in CareFirst Direct</a> <a href="#">Member ID Quick Reference Guide</a>
Benefit accumulations (like maximums and deductibles)	Both	<a href="#">Eligibility and Benefits in CareFirst Direct</a> <a href="#">CareFirst on Call</a>
Claims status and denial reasons (line by line)	Both	<a href="#">Claim Status in CareFirst Direct</a> <a href="#">CareFirst on Call</a>
Claim numbers	Both	<a href="#">Claim Status in CareFirst Direct</a> <a href="#">CareFirst on Call</a>
Date claim was processed	Both	<a href="#">Claim Status in CareFirst Direct</a> <a href="#">CareFirst on Call</a>
Date payment was made	Both	<a href="#">Claim Status in CareFirst Direct</a> <a href="#">CareFirst on Call</a>
Account numbers	Both	<a href="#">Claim Status in CareFirst Direct</a> <a href="#">CareFirst on Call</a>
View and print remittances/NOPs (Note: requires your Portal Admin to provide access to your third-party biller)	CareFirst Direct	<a href="#">Accessing Remittance in CareFirst Direct</a>
Check/EFT date	Both	<a href="#">Accessing Remittance in CareFirst Direct</a> <a href="#">CareFirst on Call</a>
Confirm payment address	Both	<a href="#">Accessing Remittance in CareFirst Direct</a> <a href="#">CareFirst on Call</a>
Ability to submit claims inquiries	CareFirst Direct	<a href="#">Claims Inquiries in CareFirst Direct</a>
Obtain transaction IDs for information verification	Both	<a href="#">CareFirst on Call</a> (Note: Transaction IDs are available within CareFirst Direct for all actions performed.)
Receive verification/information via fax	CareFirst on Call	<a href="#">CareFirst on Call</a>