BlueImpressions

CareFirst Family of health care plans

Dental News & Updates

June 2018 I Volume 15 I Issue 2

WHAT'S HAPPENING?

- CareFirst Names Brian Pieninck CEO
- 10th Annual Dental Symposia Focuses on Cancer
- Medical Network Participation
- Expand Your Horizons – Join CareFirst Network
- Spring Cleanup – Updated Forms
- Keeping Vital Information Safe and Secure
- Ensure Your Information in our Provider Directory is Accurate
- Upcoming CareFirst Holiday Office Closings

CLAIMS & BILLING

- EDI and EFT – A Win-Win Solution for Paying Claims

WHAT'S HAPPENING?

CareFirst Names Brian Pieninck CEO

The Board of CareFirst, Inc. and its affiliate Boards have named Brian D. Pieninck as President and Chief Executive Officer of CareFirst BlueCross BlueShield (CareFirst), effective July 1, 2018. Pieninck, who currently serves as the company's Chief Operating Officer, will succeed Chet Burrell, who will retire after more than a decade as the company's top executive on June 30.

Serving Maryland, the District of Columbia and portions of Virginia, CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. and Group Hospitalization and Medical Services, Inc. In the District of Columbia and Maryland, CareFirst MedPlus is the business name of First Care, Inc. In Virginia, CareFirst MedPlus is the business name of First Care, Inc. of Maryland (Used in VA by: First Care, Inc.). First Care, Inc., CareFirst of Maryland, Inc., Group Hospitalization and Medical Services, Inc., CareFirst BlueChoice, Inc. and The Dental Network are independent licensees of the Blue Cross and Blue Shield Association. The Blue Cross and Blue Shield Names and Symbols are registered trademarks of the Blue Cross and Blue Shield Association.

CareFirst of Maryland, Inc. and The Dental Network underwrite products in Maryland only.

10th Annual Symposia Focuses on Cancer

On Apr. 27, CareFirst hosted our 10th annual all-day seminar featuring faculty from the University of Maryland Oral-Maxillofacial Surgery Associates, P.A. The presenters included:

- ***Robert Ord, DDS, MD, FRCS, FACS, MS*** –Chairman, Professor
- ***Joshua Lubek, DDS, MD, FACS*** – Associate Professor and Fellowship Program Director, Head and Neck Oncology / Microvascular Reconstructive Surgery Program
- ***Donita Dyalram, DDS, MD*** – Assistant Professor and Associate Program Residency Director
- ***Dima Ghunaim, DDS*** – Diplomate of the American Board of Prosthodontics, Maxillofacial Prosthodontist, Assistant Professor

The team shared information on oral cancers, such as prevention, early diagnosis, treatments and rehabilitation for the non-surgeon/non-oncologist. Other topics included oral leukoplakia, premalignant disease, reconstruction and dental rehabilitation of the jaws, HPV's relationship to oropharyngeal cancer as well as new technologies available in cancer treatment, proton beam radiotherapy and transoral robotic surgery.

CareFirst has offered continuing education (CE) seminars free of charge to our network dentists since 2009. Upon completion of the full-day seminar, the 200 attendees were awarded seven continuing education credits. Because CareFirst is an accepted Academy of General Dentistry (AGD) PACE provider, the credits can be used towards AGD maintenance, fellow, or master designation and state license CE requirements.

If you were unable to attend or would like to share information with your staff, you are encouraged to view the video on oral cancer prevention and treatment.

Medical Network Participation

To better serve our members in need of dental services covered under their medical plan, CareFirst is looking for general dental and dental specialists (endodontists, prosthodontists, orthodontists, radiologists) who might be interested in joining the medical networks. Accidental injury of teeth and related structures, cancer rehabilitation, certain congenital, non-infectious disease and syndromes are examples of conditions where dental services may be covered under our medical plans.

If you are interested in becoming credentialed in the CareFirst medical network and would like more information, please call Wendy Bostic, RDH (410-528-7892) or Robert Laurenzano, DMD (410-528-7908). To request an information packet and/medical networks application please call Dena Whitener (410-872-3863) or Tanya Tall (410-872-3548).

Spring Cleanup – Updated Forms

We've updated some of our forms for 2018. You can view the most current versions of these documents at provider.carefirst.com.

- Affordable Care Act (ACA) Handicapping Labio-Lingual Deviations (HLD) Orthodontic Treatment Score Sheet
- Billing Authorization Form
- Change in Dental Provider Information
- Continuation of Care Form for Orthodontic Treatment
- Continuing Education Registration Form
- Dental Practice Questionnaire
- Dental Provider Application Instructions
- NPI Submission Form for Dental Providers
- Required Documents for Dental Credentialing
- Uniform Dental Consultation Referral Form

In addition, we have eliminated the following form because it is no longer needed.

- Council for Affordable Quality Healthcare (CAQH) ProView

Keeping Vital Information Safe and Secure

It is CareFirst's responsibility to maintain safeguards for Protected Health Information (PHI) and electronic Protected Health Information (ePHI). Therefore, CareFirst associates are required to exercise due care when it comes to preserving the privacy and integrity of CareFirst claimants', associates' and company data.

However, we can't do it alone and are asking for your help, as fellow keepers of PHI and ePHI. As dental providers, we ask that you review any and all member information received from CareFirst, to ensure no misrouted information has been sent to you in error. Misrouted PHI or ePHI includes any sensitive, personal information about a patient who is not being currently treated at your office. If something seems amiss to you, we encourage you to contact the number listed on the correspondence you received to report the issue.

Thank you for assistance in this very important matter.

Ensure Your Information in our Provider Directory is Accurate

Inaccurate provider directories can be a source of frustration for both members and providers. To ensure your information is up-to-date, please visit our online provider directory, Find A Doctor, to verify the information is up to date. Updating your dental practice information when changes occur will also assist us in processing your dental claims accurately and timely.

You should notify CareFirst whenever there is a change in:

- **Location** – Adding a new practice, demographic changes to existing practice (phone, fax, email, physical address, office etc.) or closing an office
- **Name** – Dentist/legal/DBA name changes
- **Tax Identification Number (TIN)** - Complete and submit a W-9 form along with a letter or Tax ID change form requesting the TIN change, the effective date of the TIN change and any other office changes
- **National Provider Identifier (NPI)** - Be sure we have your individual NPI as well as the organization NPI on file. This information is critical for CareFirst to accurately accept and process your electronic claims
- **Ownership change** - Provide the practice name, date of purchase and W-9. Please include a list of dentists associated with this TIN
- **Adding/removing associates** - If an associate retires, leaves, or a new associate is added to your practice

If changes are required, please submit the required information listed above along with a Change in Dental Provider Information form. Changes can be submitted via Fax: 410-720-5080, Email: dentalcontracting@carefirst.com or mail: CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. Dental Provider Networks and Credentialing, Mailstop RRS-130, 10455 Mill Run Circle, Owings Mills, MD 21117.

Upcoming CareFirst Holiday Office Closings

CareFirst BlueCross BlueShield, CareFirst BlueChoice, and The Dental Network will be closed July 4 in observance of Independence Day and Sept. 3 in observance of Labor Day.

CLAIMS AND BILLING

EDI and EFT – A Win-Win Solution for Paying Claims

Both electronic data interchange (EDI) and electronic funds transfer (EFT) offer a win-win solution for providers and CareFirst. When providers use either EDI or EFT they can improve their claims experience and improve efficiency and accuracy.

EDI

To support our paperless initiative and improve your claims processing experience, CareFirst strongly encourages participating and non-participating dental providers to submit dental claims and pre-treatment estimate requests electronically. Secondary Coordination of Benefits (COB) submissions should not be submitted electronically.

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

- Change Healthcare at 888-255-7293 (email is dentalsupport@changehealthcare.com)
- DentalXChange at 800-576-6412 (ext. 452 for support; ext. 455 for enrollment services)
- Tesia Clearinghouse, LLC at 866-712-9584

EFT

Change Healthcare also offers EFT services. If you would like to enroll, you will need the following information readily available when you contact the clearinghouse to enroll:

- National Provider Identifier (NPI) for billing purposes
- Provider Federal Tax Identification Number (TIN)
- Reason for Submission: New/Change/Cancel Enrollment
- Requested EFT Start/Change/Cancel dates
- Practice/Provider Name
- Financial Institution Information (including Financial Institution Name, Financial Institution Routing Number, Type of Account (Checking/Savings), Provider's Account Number

Once you have signed up for EFT transmission, CareFirst will discontinue your paper remittance notice and Change Healthcare will issue an electronic remittance advice (ERA-835) which serves as your new payment voucher.

The ERA-835 will include payment details and HIPAA adjustment and remarks codes necessary for you to reconcile your patient accounts. If a copy of this information is needed, you should contact your clearinghouse.

View our EFT FAQs or contact Change Healthcare at (866) 506-2830 or ftsupport@changehealthcare.com with any questions regarding specific EFT enrollment capabilities.