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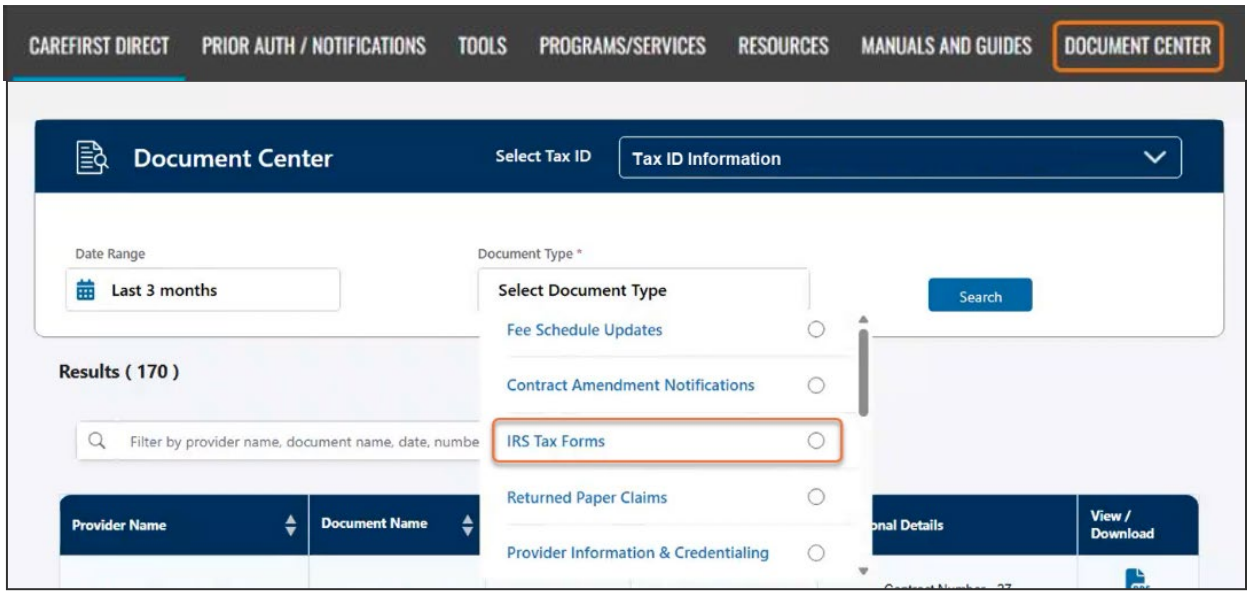
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Noteworthy Stories

1099 Tax Forms Now Available

We're pleased to share that 1099 IRS tax forms are now available on the CareFirst Provider Portal (CareFirst Direct) Document Center. Providers can log in at any time to view and download their forms. Once logged in, select the *Document Center* tab; within the *Document Type* dropdown, select *IRS Tax Forms*.



Please note: You may receive more than one 1099 if payments were processed through multiple payment platforms during the year, including those associated with the CareFirst Administrators transition or other applicable circumstances.

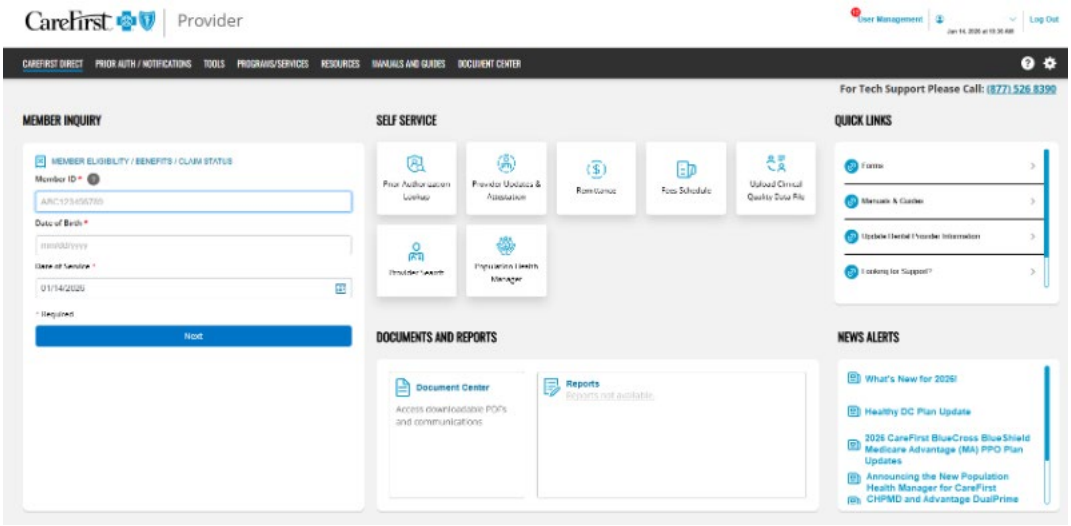
If you need assistance accessing the Document Center, review these step-by-step instructions.

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New CareFirst Provider Portal Home Page Now Live

We're excited to announce that the new home page for CareFirst Direct is now live!

The redesigned home page offers streamlined access to the most frequently used features, making it easier for you to find what you need. Our goal is to help you manage your tasks more efficiently.



Support and Resources Available

After logging in, you'll be guided through a quick tour highlighting the new features and functionality available to you. This walkthrough is designed to help you get acquainted with the updates and take full advantage of the new interface.

In addition, we've prepared a step-by-step guide to help you navigate the new home page and its features. Please refer to this guide at any time for additional support.

We appreciate your partnership and hope these enhancements make your experience with CareFirst Direct even better.

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Working With CareFirst

Changes to Your Practice? Notify CareFirst.

Providers seeking to update their file information may submit the Dental Change in Provider Information Form located on our website under *Programs/Services* > *Dental Forms*. This form is also available on CareFirst Direct, our online provider portal. It can be found post-login on the homepage sidebar.

The interactive form on CareFirst Direct sends your data to us automatically. However, if you use the form from the provider landing page, your office must email it to dentalcontracting@carefirst.com.

As a reminder, any change to a provider's file must be submitted to CareFirst.

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Don't Forget to Recredential with CareFirst

To comply with state regulations, CareFirst requires all providers to complete our recredentialing process every three years. We recommend using the Council for Affordable Quality Healthcare (CAQH) Provider Data Portal for this purpose. New practitioners can complete an application for access to the CAQH portal through their secure website at caqh.org/providers.

For questions, contact the Dental Provider Networks and Credentialing Team at 443-921-0676 or dentalcontracting@carefirst.com.

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Set Up Your Dental Practice for Success in 2026

Now is the perfect time to focus on strategies that support exceptional patient experiences, clear communication and smooth day-to-day operations.

Prioritize patient care at every appointment
A welcoming, professional environment sets the tone for quality care. Consider reinforcing patient-centered service through staff training in cultural competence. Align expectations with a start-of-year team huddle focused on communication and experience.

CareFirst has a full suite of cultural competency resources available for you and your office here.

Communicate benefits with confidence
Helping patients understand their coverage leads to better decision-making and fewer surprises. Verify eligibility and benefits before treatment. Submit pre-treatment estimates when appropriate. Explain coverage in plain language and keep documentation clear and complete. Encourage your patients to access their coverage and benefits using the CareFirst My Account mobile app. Review your staff's CareFirst Direct login credentials to make sure you've got quick, easy access to self-service benefits/eligibility verification.

Meet access-to-care expectations
Timely scheduling is essential to patient satisfaction. Ensure appointments are available within required timeframes. Provide after-hours support for urgent needs. Keep wait times minimal and follow up quickly on missed or canceled appointments.

Patients should be able to access urgent dental care in 3 days, routine dental services in 45 days, and non-urgent specialty care in 60 days.

Strengthen billing accuracy
Accurate billing supports faster claims processing and clearer cost conversations. Verify benefits and obtain signed financial agreements for non-covered services. Avoid unbundling and maintain detailed clinical documentation that aligns with plan requirements. Review our comprehensive dental resource guide, which includes all 2026 ADA Current Dental Terminology (CDT) codes and CareFirst's clinical policies for those codes.

By prioritizing these areas, your practice can continue to provide excellent care and improve efficiency for patients. CareFirst is happy to partner with your office to deliver high quality care to the communities we serve together.

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Register for Our Upcoming Dental Webinar on Thursday, May 7 at 1:00 p.m.

Registration is now open for the first dental administrative webinar of 2026 hosted by CareFirst. To register your office, click here.

Date: Thursday, May 7, 2026

- When you click the link, a registration form will appear. Fill out all fields and submit your registration.
- When the registration is submitted, you'll receive an auto-generated confirmation email from noreply@teams.registration.microsoft.com.
- Save your confirmation email: It will include a link you'll need to join the webinar.

These webinars focus on important information that help make doing business with us easier. If you have any questions about this event, please email us at learning@carefirst.com or contact your Provider Relations Specialist.

Need help registering? Check out this interactive guide.

Missed our last quarterly dental webinar? View it here.

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Holiday Closings

CareFirst, CareFirst BlueChoice and The Dental Network will be closed on the following dates:

- Monday, May 25—Memorial Day
- Friday, June 19—Juneteenth
- Friday, July 3—Independence Day (Observed)
- Monday, September 7—Labor Day
- Wednesday, November 11—Veterans Day
- Thursday, November 26—Thanksgiving Day
- Friday, November 27—Day after Thanksgiving
- Friday, December 25—Christmas Day

You should expect to see higher than normal wait times the day after a holiday. We encourage you to use our self-service tools—CareFirst Direct and CareFirst On Call—for claims status, eligibility and benefits information.

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Clinical Corner

From the Desk of Dr. Gale: GLP-1 Use and Oral Health

Dentists across the nation are seeing a rise in patients using GLP-1 medications—such as Ozempic, Monjaro and Zepbound—for diabetes management and weight loss. With over 42 million Americans currently prescribed these drugs, it's important for dental providers to understand and address their oral health implications.

While GLP-1 medications support healthier lifestyles by helping patients reduce weight, improve diet and manage blood sugar, practitioners are reporting subtle but significant oral changes. These include increased occurrences of dry mouth and gingival inflammation. In severe cases, nausea and gastric disturbances can lead to enamel erosion.

The good news is that these conditions are manageable. Encourage your patients to stay diligent with their home care routines—brushing, flossing and staying hydrated. Regular dental check-ups are crucial for monitoring and addressing these side effects early, ensuring optimal oral and overall health.

As dental providers, our shared goal is to extend the health and happiness of our patients. GLP-1 medications are a valuable tool in supporting better wellness, but proper oral care and professional guidance are essential to maintaining healthy smiles. At CareFirst, we're committed to helping our providers and their patients thrive every day.

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Reminder: New, Deleted and Modified CDT Codes for 2026

In December, we provided a full, comprehensive chart of new, deleted and modified CDT codes for 2026. For a complete breakdown of CareFirst's clinical policy on these new codes, visit our Dental Resource Guide on the provider landing page. Read the article and access the full chart here.

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BlueLink

Medical Provider Newsletter

Check out our BlueLink medical newsletter, published every two months on our Provider website. From the newsletter page, select *BlueLink* from the menu on the left to display links to the publications.

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