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Noteworthy Stories

Dual Special Needs Plan (DSNP) Transition to CareFirst Dental

CareFirst is preparing to bring administration of the Dual Special Needs Plan (DSNP) dental network in house beginning January 1, 2027. This transition is designed to support a more connected experience for dental providers and members by aligning network participation, eligibility and benefit access, claims handling and related provider support through CareFirst processes.

Dental offices should prepare now by confirming CareFirst Direct access, reviewing portal administrator settings and ensuring practice information is accurate for each location.

Note: Participation in CareFirst commercial dental networks does not automatically include participation in the Medicare Advantage or DSNP dental network. Providers should review their contracting status and watch for additional communications about network participation and readiness activities.

If your office has questions about contracting or credentialing, contact Dental Provider Networks and Credentialing at 443-921-0676 or dentalcontracting@carefirst.com. Additional information will be shared as implementation activities continue.

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New For-Credit Continuing Medical Education (CME) Course: Social Drivers of Health

A new for-credit continuing medical education course, *Social Drivers of Health: Understanding the Factors That Shape Patient Outcomes*, is now available online. This course explores how factors such as transportation, housing, food access, financial stability and health literacy can affect a patient's ability to receive preventive care, follow treatment plans and maintain oral and overall health.

Dental providers play an important role in recognizing and responding to barriers that may influence patient outcomes. This course offers practical context that can help providers and office staff communicate with patients more effectively, connect patients with available resources and support more equitable care experiences.

To access the course, visit the Learning and Engagement Center and navigate to the *Health Equity* tab, or simply click here. Be sure to complete all required course steps and any post-course survey requirements to receive credit, when applicable. Please note that a **downloadable PDF certificate is available on the last screen of the post-course survey for you to sign and send to your governing body**.

Additional Information

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of MedChi, The Maryland State Medical Society and CareFirst BlueCross BlueShield. MedChi is accredited by the ACCME to provide continuing medical education for physicians.

MedChi designates this enduring material for a maximum of 1.0 AMA PRA Category 1 credits. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

The planners and reviewers for this activity have reported no relevant financial relationships to disclose. For more information, contact us at learning@carefirst.com.

In Case You Missed It
We held a dental webinar on Thursday, May 7 and uploaded the recording to our Learning and Engagement Center. Watch it here.

We Want Your Feedback
We encourage your office to share your feedback regarding your availability for webinars and suggest topics or areas of interest you'd like us to cover in future sessions. Your input will help us tailor our events to better suit your needs and ensure that the content is relevant and engaging. Access the survey.

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Working With CareFirst

Webinars on Your Schedule: Coming November 2026

To provide greater flexibility and easier to access important information, we are transitioning from live webinars to recorded sessions that can be viewed at your convenience. Our new on-demand format allows you and your staff to access training and updates at a time that works best for your practice, without adjusting your schedule to attend a live event.

Recorded webinars will continue to cover important topics, updates, reminders and resources designed to help you do business with CareFirst more efficiently. Recordings will be emailed directly to you and posted on the Learning and Engagement Center under *Webinars*—allowing you to revisit content as needed and share it with members of your team.

We are planning our next webinar for November. Your feedback following this session will help us evaluate the effectiveness of recorded webinars and guide the development of our 2027 webinar strategy. More information will be available soon.

Thank you for partnering with us and helping us create educational opportunities that best meet your needs.

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CareFirst Dental: Covered History Functionality

CareFirst is working to make it easier for dental offices to access covered history information through CareFirst Direct. This tool is intended to help offices review benefit-related history (for up to three years) more efficiently and support clear conversations with patients before services are rendered.

Dental offices should use CareFirst Direct as the primary self-service source for eligibility, benefits, claim status, remittance and other routine inquiries. Be sure to confirm that the appropriate team members have access and that your office has designated a Portal Administrator who can manage user permissions. More information on designating a Portal Administrator is available as a short microlearning resource on our Learning and Engagement Center.

Additional details, including navigation guidance and training resources, can be found on CareFirst's Learning and Engagement Center under the dental suite of training and resources.

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Provider Satisfaction Survey

This fall, CareFirst, along with Escalent, an independent research company, will be emailing select providers an invitation to participate in our Provider Satisfaction Survey.

The purpose of the survey is to gather feedback and give providers an opportunity to share their experience working with CareFirst. The survey should take about 10–15 minutes to complete.

To ensure your computer doesn't block the survey email, please add CareFirstCustomerInsights@carefirst.com to your address book. If you have any questions, please send an email to CustomerFeedback@carefirst.com.

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Reminder: Submit Attachments Electronically

Submitting required attachments electronically helps reduce delays, improves tracking and supports faster, more complete claim review. When supporting documentation is required, use your clearinghouse or electronic attachment solution to submit clinical documentation, radiographs, narratives and other required materials as early as possible in the process. More information on our electronic data interchange (EDI) capabilities can be found here.

Before submitting a claim or pre-treatment estimate (PTE), review the applicable attachment requirements and confirm the documentation is complete, legible and clearly tied to the procedure code being submitted. Missing or incomplete attachments may result in pended claims, denials or additional follow-up requests.

If a claim or PTE is returned to you asking for more information, resubmitting is simple. You can now log into CareFirst Direct, find the claim that was returned in the Claim Status tool and upload the requested attachments directly into the portal. To learn more about this new tool, visit our microlearning resource Attaching Documentation to Claims in CareFirst Direct on our Learning and Engagement Center.

Electronic submission can help your office streamline administrative work and keep claims moving. If your office uses a third-party billing service, make sure they are aware of CareFirst's electronic attachment expectations and have access to the tools needed to submit supporting documentation correctly.

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Visit Us at the Chesapeake Dental Conference

CareFirst dental provider relations specialists plan to attend the Chesapeake Dental Conference in Ocean City, Maryland on the weekend of September 18th. If you are attending, we encourage you to stop by the CareFirst booth to meet our team, ask questions and learn more about resources available to support your practice.

The conference is a valuable opportunity to connect with dental professionals, hear updates on clinical and administrative topics and learn about resources that can support efficient practice operations. We look forward to seeing you and your staff in person and continuing the conversations that help us improve the provider experience.

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Holiday Closings

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

- 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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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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