CareFirst
Family of health care plans

CareFirst on Call
Dental Reference Card

Dental: 866-891-2804 ■ **FEP (Northern Virginia, Washington, D.C., Montgomery and Prince George's Counties):** 800-552-6989 ■ **FEP (all other Maryland FEP Providers):** 410-581-3568; 800-854-5256 ■ To access this guide and other reference guides available, visit **carefirst.com/providerguides**.

Enter provider numbers

For all dental providers
For best results, key your Tax ID into the system using your telephone keypad.

Oral surgeons
Oral surgeons with a medical provider number and inquiries about medical services should use the **CareFirst on Call Professional Reference Card** when requesting medical information.

Provider types
If the system does not recognize your provider number, it will ask you to select your provider type from the list below.

1. Hospital
2. Non-Hospital Facility
3. Dentist
4. Routine Vision Provider
5. Professional Provider

Helpful hints

Key commands
0 Transfer to Customer Service

Enter alphabetic characters
If your provider number or the membership number has letters in it, you must press 3 keys for each letter.

#1 Press the star key to indicate you are about to enter a letter.
#2 Press the key containing the letter.
#3 Press the number that coincides with the position of the letter on that key.

Alphabetic conversions:

a =	*21	j =	*51	s =	*74
b =	*22	k =	*52	t =	*81
c =	*23	l =	*53	u =	*82
d =	*31	m =	*61	v =	*83
e =	*32	n =	*62	w =	*91
f =	*33	o =	*63	x =	*92
g =	*41	p =	*71	y =	*93
h =	*42	q =	*72	z =	*94
i =	*43	r =	*73		

Enter dates
To enter January First Two Thousand Twenty Two, press 0 1 0 1 2 0 2 2 on your telephone keypad.

Enter member numbers
Use your telephone keypad to enter the Membership ID into the system.

- Do not enter the 3 letter prefix that is present on most BlueCross Blue Shield membership numbers.
- Do not enter the 'R' that precedes Federal Employee Program membership numbers.

Self-service options
General information is available for:

- Eligibility
- Benefits
- Deductibles and Maximums
- Claims Status
- Dental Pre-Treatment Estimate Status
- Frequently Requested Information

The fax back feature
To get a fax of your information, follow the voice prompts. You will receive one fax for each inquiry, for each member.

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