CareFirst on Call

Institutional Reference Card

Commercial: 800-842-5975 ▪ 202-479-6560
NASCO Service and Out-of-Area Claims: 877-228-7268
FEP (Northern VA, DC, Montgomery and Prince George's Counties): 202-488-4900
FEP (all other MD FEP Providers): 410-581-3568 ▪ 800-854-5256

Enter provider numbers

Participating institutional providers

- For best results, use your 3-digit regional provider number.
- Your Federal Tax ID or your Billing NPI can also be used.

Non-participating and out-of-state providers

- For best results, use your Tax ID.
- You can also use your Billing NPI.

Provider types

If the system does not recognize your provider number, you will be asked to select your provider type from the following list:

1. Hospital
2. Non-hospital facility
3. Dentist
4. Routine vision
5. Professional medical

Enter member numbers

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

- Do not enter the 3-digit prefix that precedes most BlueCross BlueShield 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
- Authorization status
- Frequently requested information

Fax back feature

Receive a fax of your information by following the voice prompts. You'll receive one fax for each inquiry, for each member.

Key steps

Key commands

0 Transfer to customer service

Enter alphabetic characters

If your provider/membership number has letters, 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.

Enter dates

To enter January 1, 2025, press 0 1 0 1 2 0 2 5 on your telephone keypad.

Alphabetic conversions:

A = *21	I = *43	Q = *72	Y = *93
B = *22	J = *51	R = *73	Z = *94
C = *23	K = *52	S = *74	
D = *31	L = *53	T = *81	
E = *32	M = *61	U = *82	
F = *33	N = *62	V = *83	
G = *41	O = *63	W = *91	
H = *42	P = *71	X = *92	

Provider benefit codes for institutionally billed services

These benefits are categorized by the following:

Diagnostic services

125 Allergy testing
186 CT-scan
202 Colonoscopy
252 EEG/electroencephalogram and EKG/electrocardiogram
420 Laboratory tests/medical
421 Laboratory test/routine**
423 Medical diagnostic (machine) test/routine*
425 Medical diagnostic (machine) test/medical**
436 Mammogram/routine
456 MRI/magnetic resonance imaging
462 Neurological testing*
488 Pap smear/routine
502 Pre-admission testing/laboratory*
504 Pre-admission testing/radiology/X-ray*
657 Sleep studies
676 Surgical pathology*
684 TMJ/temporomandibular joint X-rays
736 Ultrasound/maternity
738 Ultrasound/non-maternity
750 Radiology/X-ray

Maternity/contraception/infertility services

110 Abortion care elective*
114 Abortion care therapeutic*
174 Artificial insemination
176 Birthing centers
222 Contraceptive devices
224 Contraceptive/medically necessary/injection
226 Contraceptive/medically necessary/OP/facility*
228 Contraceptive/medically necessary/oral
232 Contraceptive/routine/injection
234 Contraceptive/routine/OP/facility*
236 Contraceptive/routine/oral
352 Gamete and zygote transfers/facility
384 Home maternity visits*
111 Infertility services
428 Intrauterine insemination
432 In vitro fertilization/facility
448 Maternity global*
464 Newborn care*
618 Reverse tubal ligation
624 Reverse vasectomy
630 Maternity admission/facility
632 Maternity admission with complications/facility
736 Ultrasound/maternity

Medical

122 Admission/observation/OP*
131 Allergy services*
178 Blood derivatives*
182 Blood/whole/plasma/facility
300 Emergency room/medical
410 Immunizations/medical*
424 Injections/medications*
470 Clinic visit facility fees
473 Outpatient/hospital facility*
640 Medical/surgical admission/facility
675 Skilled nursing facility/facility*

Medical emergency/accidental injury

230 Dental services/accidental*
290 Emergency room/accident
740 Urgent care center/accident*
742 Urgent care center/medical emergency*

Mental health/substance use

238 Substance use detoxification**
256 Electroshock therapy*
452 Methadone treatment*
475 Partial hospitalization/facility
492 Pharmacology/management/mental health
510 Mental health/substance use/outpatient
512 Mental health halfway house*
516 Mental health testing*
540 Substance use rehabilitation/freestanding facility*
550 Substance use rehabilitation
650 Mental health admission/facility

Other

118 Admission/non-med/custodial*
160 Ancillary*
190 Chemotherapy
240 Dialysis
244 Diabetic education/training
246 Diabetic supplies*
370 Home health care
374 Home hemophilia drugs*
376 Home hemophilia supplies*
400 Hospice*
402 Hospice/bereavement counseling*
404 Hospice/family counseling*
405 Hospice respite care
406 Hyperbaric oxygen therapy*
412 Infant medical foods*
418 Infusion therapy/facility
426 Insulin*
469 Nutritional counseling
496 Photochemotherapy*
509 Pulmonary rehabilitation program*
520 Radiation therapy
530 Cardiac rehabilitation
614 Respiratory therapy*

Surgery/anesthesia

140 Ambulatory surgery facility
170 Anesthesia
454 Severe obesity/gastric bypass
472 Oral surgery
670 Surgery
674 Surgical assistance*
676 Surgical pathology*
682 TMJ/temporomandibular joint surgery
686 Transplants, medically necessary, non-experimental*

Therapy/chiropractic/acupuncture

172 Aqua therapy
356 Occupational therapy/habilitative*
358 Physical therapy/habilitative*
362 Speech therapy/habilitative*
460 Occupational therapy/rehabilitative
500 Physical therapy/rehabilitative
660 Speech therapy/rehabilitative

Vision/hearing/dental

231 Dental services/medical*
360 Hearing test*
364 Hearing aid**
368 Hearing exam/routine*

Medical equipment, prosthetics and supplies

184 Breast prosthesis
246 Diabetic supplies*
250 Durable medical equipment/purchase or rental
376 Home hemophilia supplies*
440 Medical supplies*
474 Orthopedic appliance/purchase
476 Orthopedic appliance/rental
484 Orthotics
486 Oxygen/oxygen equipment*
508 Prosthetics
744 Wigs/hair prosthesis*

* FEP benefit information not available on IVR. Call Customer Service.

** Partial FEP benefit information available on IVR.

Visit carefirst.com/providerguides for reference guides.

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