CareFirst
Family of health care plans

SELF-SERVICE GUIDELINES FOR DENTAL PROVIDERS

Providers and payers alike face challenges to keep high costs from limiting access to care. One way to accomplish this is to provide simple solutions for you to get quick and reliable answers to your office's administrative needs.

With that in mind, CareFirst BlueCross BlueShield (CareFirst) encourages greater use of our self-service channels. Enhancements to our Provider Portal (CareFirst Direct), voice response system (CareFirst on Call), and expanded electronic capabilities make it easier than ever for you to conduct business online with CareFirst.

Electronic claims

We strongly encourage providers to submit all claims electronically. Electronic submission can help your practice save time, money and eliminate incomplete submissions that are returned to your practice management system in an error report. We understand that certain claims require additional documentation from CareFirst and cannot be submitted electronically. However, we urge you to take advantage of all the benefits by filing electronically whenever possible, including when submitting the following types of claims:

- Initial
- Corrected
- Pre-Treatment Estimates

Your billing National Provider Identifier (NPI) must be used to identify your practice when submitting claims. Your individual and organizational NPI must be registered with CareFirst and match the information on our provider files. For more information, visit **carefirst.com/dentaledi**.

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

- DentalXChange at 800-576-6412 (ext. 452 for support; ext. 455 for enrollment services)
- **Vyne Dental** at 463-444-7547



Electronic Remittance Advice (ERA)

If you submit claims electronically, you can receive payment vouchers through an Electronic Remittance Advice (ERA 835), delivered by your clearinghouse and including the payment details, HIPAA adjustment reason codes and HIPAA remark codes necessary for you to reconcile your patient accounts. Receiving your payment information electronically allows you to realize claim resolution faster and save money. For more information and to set up ERA, please contact your clearinghouse.

Self-service options available to providers and staff

We expect our providers to use self-service channels to obtain eligibility, benefits, or claim status. When calling our service lines, your office will be prompted to use CareFirst on Call or log into CareFirst Direct to more quickly address your inquiry.

- CareFirst Direct is our on-line benefit and claims information system that provides eligibility and benefit details at your fingertips. This service can be accessed on our website, **carefirst.com/carefirstdirect**. As a part of our ongoing effort to improve how your practice does business with us, we have recently enhanced and are constantly improving CareFirst Direct, to provide your office staff with information they need at their fingertips:
  - ☐ Eligibility
  - ☐ Benefits
  - ☐ Claim Status/EEB Status
  - ☐ Claims Inquiries
  - ☐ Fee Schedules, Copayment Schedules
  - ☐ Frequencies, Limitations, Dental Covered History
  - ☐ Dental PCP Information, when available
  - ☐ NOP/Remittance Information
- Provider Demographic Information Updates using our **Change in Provider Information Form**
- **CareFirst on Call** is our enhanced interactive Voice Response Unit, which can assist with eligibility, claim status, and benefit information. CareFirst on Call has a fax back option capability as well, which gives your office detailed documentation of information discussed on the call.
- For specific questions on dental administration, you can visit **carefirst.com/dentalmanual**, where you can interactively search by topic for the item you want, or download the entire manual.
- **CareFirst's Dental Clinical Criteria** have been developed, revised and updated periodically. They are reviewed and approved by the CareFirst Dental Advisory Committee (DAC) and/or the Oral and Maxillofacial Surgery Advisory Committee (OMSFAC).
- We have a full suite of reference guides, which are easily accessible at **carefirst.com/providerguides**.
- As a participating provider, you will have access to the latest news and updates in the dental industry in our quarterly **BlueImpressions** newsletter. In it, you will find pertinent and meaningful articles that will keep you and your office up-to-date and informed.
- We also provide email services as well; you can register at **carefirst.com/stayconnected**. By registering for CareFirst emails, you will not only receive important dental news, you will also receive notifications when a new issue of **BlueImpressions** is available online.

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