

# CareFirst on Call

## Professional 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

#### For Participating Professional Providers

- For best results, use your 8-digit Regional Provider Number.
- Your 4-digit group number (the first 4 digits of your 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, 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

### Enter Member Numbers

Membership numbers are most easily entered using the telephone keypad.

- 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
- Authorization 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.

### Helpful Hints

#### Key Commands

- 9 Back to the Main Menu      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.

#### Enter Dates

Say the date you wish to enter. For instance: "January First Two Thousand Fourteen," or using the key pad, you would enter 0 1 0 1 2 0 1 4 on your phone.

### Short Cuts

For 'yes' and 'no' prompts and questions:

- Say yes or press 1
- Say no or press 2

### Alphabetic Conversions:

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

To access this guide and other reference guides available, visit [www.carefirst.com/professionalmanual](http://www.carefirst.com/professionalmanual).

**Provider Benefit Codes for Professionally Billed Services**

These benefits are categorized by the following types.

**Allergy Care**

- 120 Allergy Injections
- 124 Allergy Serum
- 125 Allergy Testing
- 131 Allergy Services

**Diagnostic Services**

- 186 Cat-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 Elective
- 114 Abortion Therapeutic
- 174 Artificial Insemination
- 222 Contraceptive Devices
- 224 Contraceptive/Medically Necessary/  
Injection
- 228 Contraceptive/Medically Necessary/Oral
- 232 Contraceptive/Routine/Injection
- 236 Contraceptive/Routine/Oral
- 354 Gamete and Zygote Transfers/  
Professional
- 111 Infertility Services
- 414 Infertility Drugs/Office
- 416 Infertility Drugs/Pharmacy
- 428 Intrauterine Insemination
- 430 Maternity Pre/Post Natal Only
- 434 In Vitro Fertilization/Professional
- 444 Maternity Complication/Professional
- 446 Maternity Delivery Only
- 448 Maternity Global
- 464 Newborn Care
- 618 Reverse Tubal Ligation
- 624 Reverse Vasectomy
- 736 Ultrasound/Maternity

**Medical**

- 122 Admission/Observation/OP
- 178 Blood Derivatives
- 180 Blood/Whole/Plasma/Professional
- 204 Concurrent Care/IP/Professional
- 220 Consultations/Second Surgical Opinion
- 380 Hospital Visit/Medical
- 410 Immunizations/Medical
- 415 Immunizations- Routine
- 424 Injections/Medications
- 450 Nursing Home/Visit
- 470 Office, Home, Clinic Visits and Consults
- 481 Preventive/Well Child Care
- 490 Private Duty Nurse
- 615 Convenience Care Center
- 652 Preventive/Routine Care Adult
- 654 Routine GYN Exam
- 678 Skilled Nursing Facility/Professional

**Medical Emergency/Medical and Dental  
Accidental Injury**

- 130 Ambulance Emergency/Accident
- 230 Dental Services/Accidental
- 270 Emergency Care/Accident/Physician
- 280 Emergency Care/Medical/Physician
- 330 Eyeglasses/Accident
- 740 Urgent Care Center/Accident
- 742 Urgent Care Center/Medical Emergency

**Mental Health/Substance Abuse**

- 171 Applied Behavior Analysis
- 238 Substance Abuse Detoxification
- 256 Electroshock Therapy
- 390 Hospital Visit/Mental Health
- 452 Methadone Treatment
- 478 Partial Hospitalization/Professional
- 492 Pharmacology/Management/Mental  
Health
- 510 Mental Health/Substance Abuse/  
Outpatient
- 516 Mental Health Testing
- 540 Substance Abuse Rehabilitation/  
Freestanding Facility
- 550 Substance Abuse Rehabilitation

**Other**

- 132 Ambulance Non-Emergency
- 190 Chemotherapy
- 240 Dialysis
- 244 Diabetic Education/Training
- 246 Diabetic Supplies
- 378 Home Infusion Therapy
- 382 Home Infusion Therapy Drugs
- 402 Hospice/Bereavement Counseling
- 404 Hospice/Family Counseling
- 406 Hyperbaric Oxygen Therapy
- 412 Infant Medical Foods
- 422 Infusion Therapy/Office

- 426 Insulin
- 469 Nutritional Counseling
- 480 Prescription Drugs
- 496 Photochemotherapy
- 509 Pulmonary Rehabilitation Program
- 520 Radiation Therapy
- 530 Cardiac Rehabilitation
- 614 Respiratory Therapy
- 734 Transplants, Travel, Food/Lodging

**Surgery/Anesthesia**

- 170 Anesthesia
- 454 Morbid 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**

- 116 Acupuncture Therapy
- 172 Aqua Therapy
- 200 Chiropractor Services
- 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
- 310 Eye Exam/Medical
- 320 Eye Exam/Routine
- 330 Eyeglasses/Accident
- 340 Eyeglasses/Medical
- 350 Eyeglasses/Routine
- 360 Hearing Test
- 364 Hearing Aid
- 366 Hearing Exam/Non-Routine
- 368 Hearing Exam/Routine

**Medical Equipment, Prosthetics  
and Supplies**

- 184 Breast Prosthesis
- 246 Diabetic Supplies
- 250 Durable Medical Equipment/Purchase  
or Rental
- 440 Medical Supplies
- 474 Orthopedic Appliance/Purchase
- 476 Orthopedic Appliance/Rental
- 484 Orthotics
- 486 Oxygen/Oxygen Equipment
- 508 Prosthetics
- 744 Wigs/Hair Prosthesis