

BlueLine Reference Card

Dental



410-581-3535/1-800-248-8410 Enter Provider Type 3, Enter 4-digit Provider Number, Then Select:

BlueLine Main Menu Options

To check Eligibility Press 1

- 1** Verify birthdate
- 2** Verify group number
- 4** Coordination of Benefits

To check Benefits Press 2

- 1** Benefit Overviews
 - 1** Preventive care
 - 2** Restorative care
 - 3** Oral Surgery
 - 4** Periodontics
 - 5** Endodontics
 - 6** Prosthodontics, crowns, bridges
 - 7** Orthodontics
- 2** Enter ADA code

To check the Status of Claims Press 3

- 1** Overview
- 2** Detail

To check Deductible Met to Date Press 4

For Billboard Press 7

Listen to the menu and choose the option you wish to hear. These options are occasionally changed to meet current needs.

Entering Dates

Use 8 digits in MMDDCCYY format. For January 1, 1999 enter 01011999. BlueLine will not accept a future date.

Information provided by BlueLine does not constitute an approval of benefits

You need the patient's CareFirst BlueCross BlueShield membership number (do not enter the three letter prefix), sex/relationship code, birthdate, date of service (enter the date of your call if no service yet rendered).

Menu Prompts

Provider Types

- 1** Institutional
- 2** Pharmacy
- 3** Dental
- 4** Professional
- 5** Routine Vision

Sex/Relationship Codes

- 1** Male Subscriber
- 2** Male Spouse
- 3** Male Dependent
- 4** Female Subscriber
- 5** Female Spouse
- 6** Female Dependent

Star Commands

- *1** Change provider number
- *2** Repeat information
- *3** Save patient information, change menu options
- *4** Change patient information, same menu option
- *5** Instructions
- *7** Terminate the call
- *8** Return to previous menu
- *0** Transfer to a Service Rep.

Alphabetic Conversions To enter a letter, press:

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	

For example: To enter membership number R99999999, press *7399999999# To enter provider number XB99, press *92*2299