

FirstLine Reference Card

Professional



To use this system, participating professional providers must use their 8-digit provider/member number. Nonparticipating professional providers should use their Federal Tax ID. Dental providers must use their 12-digit regional provider number or their Federal Tax ID.

FirstLine Main Menu Options

To check claim and authorization status **Press 1**

1 Claims *(including commercial dental claims and estimates)*

1 Claim overview

2 Claim detail *(not available to hospitals)*

2 Authorizations *(not available to professional providers)*

1 Inpatient

2 Outpatient surgical

To check patient eligibility and benefits **Press 2**

1 Medical:

1 Inpatient

2 Outpatient

2 Dental

3 Vision

Use the 3-digit benefit number listed on the back of this sheet to access medical benefits.

For bulletins or to request materials or forms

Press 3

1 To order Federal Forms

2 To order Commercial Forms

3 To obtain written information about FirstLine

4 For Bulletins

For information about FirstLine **Press 4**

1 To hear about what the system can give you

2 To hear tips about getting around the system

3 To hear benefit codes

Phone Numbers

- Commercial - 800-842-5975 or 202-479-6560
- FEP - 202-488-4900 for Northern VA, DC, Montgomery and Prince George's Counties
- All other MD FEP Providers –
 - Institutional - 410-581-3567 or 800-321-2580
 - Professional - 410-581-3568 or 800-854-5256

Menu Prompts

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

Key Commands

These options are available at any time during your call.

* To repeat

As universal end key

1 For Yes

2 For No

8 To enter a new provider number

9 To return to Main Menu

0 To speak to a Provider Service Representative

Press Any Key during a lengthy recitation to skip forward

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 provider number XB990000, press *92*22990000#.

Do not enter ALPHA-prefix for membership identification numbers.

Entering Dates

Use 8 digits in MMDDCCYY format.

For example: January 1, 2006 should be entered as 01012006. FirstLine will accept a future date of up to six months for authorization inquires only.

FirstLine Provider Benefit Codes for Professionally Billed Services

Allergy

120	Allergy Injections - Commercial Benefits
124	Allergy Serum
125	Allergy Testing - Commercial Benefits
131	Allergy Services - FEP Benefits

Diagnostic Tests

188	Cat-Scan
252	EEG/Electroencephalogram
254	EKG/Electrocardiogram
421	Laboratory Tests - Office
425	Machine Tests
680	Radiology Tests - Office
438	Mammogram - Routine - Office
442	Mammogram - Routine - OP Hospital
457	MRI
458	MRI - Office
462	Neurological Testing
684	TMJ X- Rays
738	Ultrasound - Non-Maternity

Maternity/Contraception/Infertility Services

111	Infertility Diagnostic Services
174	Artificial Insemination
222	Contraceptive Devices - Routine
224	Injected Contraceptives - Medically Necessary
228	Oral Contraceptives - Medically Necessary
232	Injected Contraceptives - Routine
236	Oral Contraceptives - Routine
354	Gamete I-F Transfer
414	Infertility Drugs - Office
416	Infertility Drugs - Pharmacy
428	Intrauterine Insemination
430	Maternity Care - Pre and Post Natal
434	In Vitro Fertilization
444	Maternity Complication
446	Maternity Delivery Only
448	Maternity Care - Global
464	Newborn Care - IP Hospital
466	Newborn Care - OP
622	Reverse Tubal Ligation
628	Reverse Vasectomy
736	Ultrasound - Maternity
748	Zygote I-F Transfer

Medical

180	Whole Blood Plasma
204	Concurrent Care - IP
210	Consultations
220	Consultations - Second Surgical Opinion
380	Hospital Visits - Medical - IP
410	Immunizations - Medically Necessary
415	Adult Immunizations - Preventive
424	Injections - Medications
470	Office/Home Visits

478	Partial Hospitalization
481	Preventive/Routine Care - Children
488	Pap Smear/Routine
652	Preventive/Routine Care - Adult
654	Routine GYN Exam

Medical Emergency/Medical and Dental Accidental Injury

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

Mental Health/Substance Abuse

256	Electroshock Therapy
390	Hospital Visits - Mental Health - IP
452	Methadone Treatment
492	Pharmacology/Management/ Mental Health
510	Mental Health Care - OP
516	Mental Health Testing
560	Alcohol Rehabilitation - IP
570	Alcohol Rehabilitation - OP
600	Drug Rehabilitation - IP
610	Drug Rehabilitation - OP

Other

132	Non-Emergency Ambulance Services
184	Breast Prosthesis
192	Chemotherapy - Office
246	Diabetic Supplies
250	Durable Medical Equipment - Purchase or Rental
374	Home Hemophilia Drugs
376	Home Hemophilia Supplies
378	Home Infusion Therapy
382	Home Infusion Therapy Drugs
412	Infant Medical Foods
422	Infusion Therapy - Office
426	Insulin
440	Medical Supplies
450	Nursing Home Visit
468	Nutritional Counseling - Diabetes
474	Orthopedic Appliance - Purchase
476	Orthopedic Appliance - Rental
480	Prescription Drugs
484	Orthotics
486	Oxygen/Oxygen Equipment
490	Private Duty Nurse
494	Photochemotherapy - IP and OP Hospital

496	Photochemotherapy - Office
508	Prosthetics
678	Skilled Nursing Facility Visits
744	Wigs/Cranial Prosthesis

Surgery/Anesthesia

110	Elective Abortion
114	Therapeutic Abortion
170	Anesthesia
202	Colonoscopy - Routine
454	Gastric Bypass - Morbid Obesity
472	Oral Surgery
670	Surgery - IP and OP Hospital
672	Surgery - Office
674	Surgical Assistance - OP Hospital
676	Surgical Pathology
682	TMJ Surgery
688	Bone Marrow Transplant
692	Cornea Transplant
696	Heart Transplant
700	Heart/Lung Transplant
704	Kidney Transplant
708	Liver Transplant
712	Lung/Lobar Transplant
716	Multivisceral Transplant
720	Pancreas Transplant
724	Pancreas/Kidney Transplant
728	Small Bowel Transplant
732	Small Bowel/Liver Transplant

Therapy/Chiropractic/Acupuncture

116	Acupuncture Therapy
173	Aqua Therapy - Office
200	Chiropractic Manipulation
356	Habilitative - Occupational Therapy
358	Habilitative - Physical Therapy
362	Habilitative - Speech Therapy
469	Rehabilitative Occupational Therapy - Office
501	Rehabilitative Physical Therapy - Office
616	Respiratory Therapy - Office
662	Rehabilitative Speech Therapy - Office

Vision/Hearing

310	Eye Exam - Medically Necessary
320	Eye Exam - Routine
340	Eyeglasses - Medically Necessary
350	Eyeglasses - Routine
364	Hearing Aid
366	Hearing Exam - Medically Necessary - Office
368	Hearing Exam - Routine - Office
372	Hearing Test - Medically Necessary - Office