

FirstLine Reference Card

Institutional



To use the system, participating institutional providers must use their 3-digit provider number. Nonparticipating institutional providers should use 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 Facility Billed Services

Diagnostic Tests

186	Cat-Scan
420	Laboratory Tests - IP and OP Hospital
436	Mammogram - Routine - IP and OP Hospital
456	MRI - IP and OP Hospital
502	Preadmission Testing - Lab
504	Preadmission Testing - Radiology
750	Radiology Tests - IP and OP Hospital

Maternity/Contraception/Infertility Services

176	Birthing Centers
226	Contraceptives - Medically Necessary OP Hospital
234	Contraceptives - Routine OP Hospital
352	Gamete I-F Transfer
384	Home Maternity Visits
432	In Vitro Fertilization
618	Reverse Tubal Ligation - IP Hospital
620	Reverse Tubal Ligation - OP Hospital
624	Reverse Vasectomy - IP Hospital
626	Reverse Vasectomy - OP Hospital
630	Maternity Admission
632	Maternity Admission - Complications
746	Zygote I-F Transfer

Medical

178	Blood Derivatives
182	Plasma Whole Blood
473	Hospital Visits - OP
475	Partial Hospitalization
640	Medical/Surgical Admission

Medical Emergency/Accidental Injury

290	Emergency Room - Accidental Injury
300	Emergency Room - Medical Condition

Mental Health/Substance Abuse

238	Detox Alcohol - IP Hospital
242	Detox Drug - IP Hospital
512	Mental Health Halfway House
540	Alcohol Rehabilitation - Freestanding Facility Fees
550	Alcohol Rehabilitation - IP and OP Hospital
580	Drug Rehabilitation - Freestanding Facility Fees
590	Drug Rehabilitation - IP and OP Hospital
650	Mental Health Admission

Other

118	Non-Medical - Custodial Admission
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122	Outpatient Admission - Observation
160	Ancillary
190	Chemotherapy - IP and OP Hospital
240	Dialysis - Freestanding Facility Fees
244	Diabetic Education/Training
248	Dialysis - IP and OP Hospital
370	Home Health Care
400	Hospice Care
402	Hospice/Bereavement Counseling
404	Hospice/Family Counseling
418	Infusion Therapy
520	Radiation Therapy - IP and OP Hospital
530	Cardiac Rehabilitation
675	Skilled Nursing Facility Admission
734	Transplant Travel/Food/Lodging

Surgery/Anesthesia

140	Ambulatory Surgery
671	Surgery - OP Hospital
686	Bone Marrow Transplant
690	Cornea Transplant
694	Heart Transplant
698	Heart/Lung Transplant
702	Kidney Transplant
706	Liver Transplant
710	Lung/Lobar Transplant
714	Multivisceral Transplant
718	Pancreas Transplant
722	Pancreas/Kidney Transplant
726	Small Bowel Transplant
730	Small Bowel/Liver Transplant

Therapy/Chiropractic/Acupuncture

172	Aqua Therapy - IP and OP Hospital
406	Hyperbaric Oxygen Therapy
460	Rehabilitative Occupational Therapy - IP and OP Hospital
500	Rehabilitative Physical Therapy - IP and OP Hospital
614	Respiratory Therapy - IP and OP Hospital
660	Rehabilitative Speech Therapy - IP and OP Hospital

Vision/Hearing

360	Hearing Test - Medically Necessary - IP and OP Hospital
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