

# BLUE IMPRESSIONS

News for You



## Did You Know?

- [CareFirst Offers a Free Online CE Course](#)

## Noteworthy Stories

- [Patient Resources: CHARMcare Connects People to the Resources They Need](#)

## Working with CareFirst

- [Get the Latest Information from CareFirst](#)
- [Holiday Closings](#)

## Events

- [Register Now—Join Our Dental Webinar on Thursday, November 21 at 1:00 p.m.](#)
- [Visit Us at the Chesapeake Dental Conference](#)

## BlueLink

- [Medical Provider Newsletter](#)

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## Did You Know?

### CareFirst Offers a Free Online CE Course

Continuing Education (CE) credits are a requirement for licensure. CareFirst BlueCross BlueShield and BlueChoice, Inc. (collectively, "CareFirst") wants to make it easier to fulfill this requirement by offering free online courses through our Learning and Engagement Center (LEC).

In February, CareFirst launched its first online, for-credit course, *Understanding Implicit Bias*, which takes a deep dive into the issue and the impact it has on the quality of care our members receive. It also aligns with our mission of promoting accessibility and equity for the members we serve.

Dentists should submit the certificate they receive from MedChi and any required supporting information to their dental boards, who will review it for credit toward their dental license. The MSBDA's requires new licensees to take an implicit bias course listed on the Office of Minority Health (OMH) site. Our course can be accessed [there](#) or through our [Learning & Engagement Center](#).

#### Important Notes About the Course:

- Learners are required to complete a survey after the class to receive credit.
- Please bear in mind that it can take up to a month to process survey information.

For more information, contact us at [learning@carefirst.com](mailto:learning@carefirst.com).

#### Accreditation Statement

This activity has been planned and implemented in accordance with the essential areas and policies of the Accreditation Council for Continuing Medical Education through the joint providership of MedChi, The Maryland State Medical Society and CareFirst BlueCross BlueShield. MedChi is accredited by the ACCME to provide continuing medical education for physicians.

#### Designation Statement

MedChi designates this enduring material for a maximum of 1.0 AMA PRA Category 1 Credits. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

#### Financial Statement

The planners and reviewers for this activity have reported no relevant financial relationships to disclose.

[Back to top](#)

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## Newsworthy Stories

### Patient Resources: CHARMcare Connects People to Resources They Need

If you have patients in the Baltimore area whose health and well-being suffer as a result of social and environmental factors, you can direct them to help through CHARMcare.org. CHARMcare is an electronic referral service database from the Baltimore City Health Department. The site houses information for direct contact with community organizations and service providers, and collects data on services and outcomes. It's available to any Baltimore resident or provider.

Users of the site can search for assistance with:

Education	Housing	Social Support
Employment	Legal Aid	Substance Use
Food	Mental Health	Transportation
Goods	Money	Utilities
Health	Safety	More

Incorporating CHARMcare into your practice can improve outcomes for patients and families grappling with crises. CHARMcare ensures the efficient use of resources and cultivates a more resilient and interconnected city for the well-being of all its residents.

[Back to top](#)

## Working with CareFirst

### Get the Latest Information from CareFirst

Are you and your staff receiving CareFirst Provider News and our BlueImpressions Newsletter via email? If not, take a minute and sign up [here](#). CareFirst is also collecting your preferences for a more personalized newsletter experience in the future.

[Back to top](#)

### Holiday Closings

CareFirst, CareFirst BlueChoice, and The Dental Network will be closed on the following dates:

- Tuesday, November 5—Election Day
- Friday, November 10—Veterans Day
- Thursday, November 28—Thanksgiving Day
- Friday, November 29—Day after Thanksgiving
- Monday, December 25—Christmas Day

You should expect to see higher-than-normal wait times the day after a holiday. We encourage you to use our self-service tools, CareFirst Direct and [CareFirst on Call](#), for claim status, eligibility and benefits.

[Back to top](#)

## Events

### Register Now—Join Our Dental Webinar on Thursday, November 21 at 1:00 p.m.

Make sure you register! Our third dental webinar of 2024 will be held this coming Thursday. You can register your office by clicking [here](#).

Date: [November 21, 2024](#)

- When you click the link, a registration form will appear. Fill out all fields on the form to submit your registration.
- When the registration is submitted, you will receive an auto-generated confirmation email from [noreply@teams.registration.microsoft.com](mailto:noreply@teams.registration.microsoft.com).

**This registration will include a link to the webinar. You will use this link to join the webinar.**

Discussion topics will include:

- ERA/EFT Capabilities
- Provider Experience Survey
- Clinical Corner
- Other Updates and Reminders

These webinars will focus on important updates and reminders for your practice, that should help make doing business with us easier. They are recorded and will be posted online on our Learning and Engagement Center for your on-demand access under “Webinars”.

If you have any questions at all about this event, please contact us at [learning@carefirst.com](mailto:learning@carefirst.com) or contact your Provider Relations Specialist.

Need help registering? Check out [this](#) interactive guide.

[Back to top](#)

## Visit Us at the Chesapeake Dental Conference

Our dental provider relations specialists will be at the Maryland State Dental Association's Chesapeake Dental Conference at the Live! Event Center in Hanover, MD, on Friday and Saturday, September 20-21, 2024. Visit us at the CareFirst booth in the exhibition hall.

[Back to top](#)

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## BlueLink

### Medical Provider Newsletter

Check out our *BlueLink* medical newsletter that publishes every two months on our [Provider website](#). From the [newsletter page](#), select *BlueLink* from the menu on the left to display links to the publications.

[Back to top](#)