



Volume 2 | 2017

LIBERTY Dental Plan Quarterly



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# Special Needs, Special You

The Commission on Dental Accreditation defines special-needs patients as, “patients whose medical, physical, or social situations make it necessary to modify regular dental routines in order to provide dental treatment tailored for the individual. As dental professionals, we must adapt the usual course of treatment modalities in order to effectively render oral health care to these patients.”

Patients who have been with practices for a long time are aging, taking more medications and are faced with uncertain medical futures. At some point, you will likely have a child or young adult patient that has a behavioral disorder such as autism or ADD that complicates dental care.

The reality is that many dental professionals unnecessarily shy away from treating or accommodating these patients.

With a bit of special training, we can help to reduce anxiety, alleviate pain, and easily and cost-effectively provide oral health care treatment to those who are a bit more challenging to treat, and make the entire experience rewarding for all.

Making a few minor clinical changes, accommodations and use of available resources, you can provide easy, successful, and cost-effective treatment to this highly underserved population.

## Here are five helpful treatment tools for working with special-needs patients:

**1. Mouth props** Many special-needs conditions are problematic because the patient suffers from involuntary bodily movement or is unable to maintain an open mouth for an extended period of time. Standard mouth props and retractors may be a sufficient solution to a more imposing problem.

**2. Medical Immobilization Devices (MID)** MIDs are standard medical devices that are available for virtually any portion of the body. As with mouth props and retractors, MIDs are useful for patients who have ambulatory issues or require additional support during the examination.

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## Contact Us



### Internet Access

[www.libertydentalplan.com](http://www.libertydentalplan.com)

- Verify Member Eligibility
- View Member Claims Submission
- Review Member Benefit Plans
- Submit Claims, Pre-Estimates and Referrals

### Professional Services

- Contracting
- Provider Education

### Toll Free Office:

California: 800.268.9012  
Florida: 888.352.7924  
Nevada: 888.700.0643  
All other States: 888.352.7924

### Toll Free Fax:

California: 800.268.0154  
Florida: 888.401.1129  
Nevada: 888.401.1129  
All other States: 888.401.1129

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# Claims Submission - Go Electronic!



LIBERTY is committed to efficient and accurate processing of claims. We strongly encourage the electronic submission of claims, pre-estimates and referrals. This convenient feature assists in streamlining claims administration, reducing turnaround times and expediting claim payments for providers.

## There are two options to submit electronically:

- 1. Directly through LIBERTY's Provider Portal** – visit [www.libertydentalplan.com](http://www.libertydentalplan.com). If you have any questions or need further information on how to register or use our web portal, please view our [Online Provider Portal User Guide](#).
- 2. Using a Third Party Clearinghouse** – Payer ID CX083  
LIBERTY accepts electronic submissions from providers through the clearinghouses listed below. If you currently do not submit claims, pre-estimates and referrals through a clearinghouse, please contact DentalXchange, Emdeon or Tesia to get more information.

LIBERTY EDI Vendor	Phone Number	Website
DentalXchange	(800) 576-6412	<a href="http://www.dentalxchange.com">www.dentalxchange.com</a>
Emdeon	(877-469-3263	<a href="http://www.emdeon.com">www.emdeon.com</a>
Tesia	(800) 724-7240 x6	<a href="http://www.tesia.com">www.tesia.com</a>

All electronic submissions must be in compliance with state and federal laws, and LIBERTY Dental Plan's policies and procedures.

National Electronic Attachment, Inc. (NEA) is recommended for electronic attachment submission. For additional information regarding NEA and to register your office, please visit [www.nea-fast.com](http://www.nea-fast.com).

# Medicare Enrollment Update



Although the Centers for Medicare & Medicaid Services (“CMS”) has delayed the implementation date for requiring providers to enroll with Medicare until January 1, 2019, LIBERTY encourages you to enroll as soon as possible using Form 855i, to ensure you can continue treating Medicare patients. This is what we know:

- 1. Form 855i** Completing this form enrolls you in Medicare, meaning you will be in-network as a LIBERTY dental provider to treat and can write prescriptions for your Medicare eligible patients.
- 2. Form 855o** Completing this form means you can write prescriptions for your Medicare eligible patients, but it is unclear whether CMS will allow your participation in a Medicare Advantage dental network; you will be in-network as a LIBERTY dental provider; we will share once CMS and the American Dental Association provide further clarification. At this time, if you complete the 855o, then as of January 1, 2019 you will be ineligible to participate as a LIBERTY dental provider for any Medicare Advantage network.
- 3. Opt Out Affidavit** You can write prescriptions to your Medicare eligible patients but will not be considered in-network by CMS or as a LIBERTY dental provider for any Medicare Advantage network.
- 4. Do Nothing** As of January 1, 2019, your prescriptions for your Medicare eligible patients will only be filled one time by a pharmacy and you will not be considered in-network by CMS or as a LIBERTY dental provider for any Medicare Advantage network.



# Upcoding?

Providers are reminded that upcoding, or billing for more expensive services than are actually provided, is considered fraudulent activity. Examples of upcoding include, but are not limited to:

- Billing for additional surfaces on a restoration (e.g., submitting a claim for an MOB amalgam when an MO amalgam was performed).
- Billing for more complex procedures than were actually performed (e.g., submitting a claim for a surgical extraction when a simple extraction was performed).
- Billing for one to four quadrants of scaling and root planing when a prophylaxis was actually performed.

LIBERTY is committed to providing members, employers, and dentists an environment that is free of fraud. If it is determined that a provider is billing for services not rendered or for services more costly than those actually performed, LIBERTY may require that the provider comply with prior authorization and/or special claims review, may pursue recovery of overpayments, and may be required to refer the provider's billing issues to the Attorney General's Office and/or the State Dental Board, in compliance with applicable regulations and LIBERTY's Potential Fraud, Waste and Abuse Program.

## Special Needs, Special You

*(Continued from 2)*



**3. Attendant caregiver** Special-needs patients often live with a caregiver, possibly a family member or a professional. Inviting the caregiver to remain in the operatory during treatment can have a calming effect on the patient, as well as support the dental team when needed.

**4. Rolled towels** Where posture, involuntary movement, fidgetiness, or discomfort pose problems for a patient, consider placing rolled blankets or towels under the patient's knees for stability or around the body for support.

**5. Sedation dentistry** Special-needs patients may benefit from sedation dentistry to help control their underlying condition. Sedation helps to diminish patient anxiety and can make it easier for the dentist to communicate with a patient who might otherwise be easily distracted.

Examining your practice and identifying what changes you can make to help with this ever growing population can be easy and cost effective. The personal reward for working with patients with special needs is priceless!

# Cultural Competency Corner

## Working with an Interpreter



If you've never taken part in an interpreted conversation before, it can be difficult to imagine how such a meeting will run. Below are some simple things to keep in mind that will help you work effectively with a language interpreter and ensure clear communication with your patient:

### **Language Interpretation**

Remember that your main conversation is with the patient, not the interpreter. Be sure to address the patient directly and face them rather than the interpreter.

Talk to the patient in the first person as you would if you were directly communicating with them. You do not need to talk through the interpreter, such as saying, "could you please ask him/her..."

You can speak at a normal pace. However, it is helpful to the interpreter if you pause occasionally after

sentences or chunks of conversation. If you are quoting from written material, allow extra time and pause between sentences.

### **Sign Language Interpretation**

Be sure that there is proper lighting as the interpreter needs to be visible to the patient for effective communication.

Maintain eye contact and speak directly to the patient. Since the patient will be looking at the interpreter while you are speaking, it is useful if the interpreter sits or stands close to you.

For more accurate interpretation, allow enough time for the interpreter to convey the full message. Wait for a response before talking again.

Clarify any unique vocabulary such as acronyms and technical terms. It is recommended to use short, simple sentences.

Avoid asking the interpreter for opinions or comments about the content of the meeting or information about the patient. Interpreters follow a code of ethics that requires impartiality and confidentiality with all assignment related information. Do not assume that the interpreter has prior knowledge of the patient or will be interpreting future appointments.

Be aware that sign language interpreting is physically and cognitively demanding. Assignments of an hour or more in length that are technical or non-stop may require occasional breaks.



# ICE Provider Tool Kit

## Bridging the communication gap

**The Industry Collaborative Effort (ICE) Provider Tool Kit** was developed by health plans to help offer ways for providers and health plans to improve member care and service in a collaborative manner.

Interpretation usually involves spoken communication between two parties, such as between a patient and a pharmacist, or between a family member and doctor. Translation involves very different skills from interpretation. A translator takes a written document in one language and changes it into a document in another language, preserving the tone and meaning of the original.

**Providers and staff who communicate with patients in a language other than English or who act as interpreters are encouraged to take a language proficiency test by a qualified agency. Certification of language proficiency or interpretation training (e.g., a resume or curriculum vitae, which includes the number of years worked as an interpreter) is a valuable resource and should be kept on file for bilingual providers and staff.**

Changes to the language capability of bilingual practitioners and their staff must be reported to LIBERTY as this information is published and made available to members. Practitioners and staff who rate themselves with speaking, reading, or writing capabilities below \*level 3 as defined on the Employee Skills Self-Assessment Key should not use their bilingual skills or serve as interpreters and/or translators.

Qualified interpreting services are available to LIBERTY's providers and members at no cost, 24 hours a day, 7 days a week. This includes telephonic and face-to-face interpreting services, including American Sign Language. For accurate interpretation of information, the use of friends, family member and minors is strongly discouraged. In cases where the member refuses the no-cost interpretation services and insists on using a friend, family member or minor for interpretation, a note should be made on their permanent medical record. For immediate assistance, or to schedule interpreting services for a patient, call LIBERTY.

A prescreening tool, intended for clinical and non-clinical staff who are bilingual and are being considered for formal language proficiency testing, is available through the ICE website or at [www.libertydentalplan.com](http://www.libertydentalplan.com).

You may access the full ICE Provider Tool Kit at: [https://www.iceforhealth.org/library/documents/Better Communication, Better Care - Provider Tools to Care for Diverse Populations.pdf](https://www.iceforhealth.org/library/documents/Better_Communication,_Better_Care_-_Provider_Tools_to_Care_for_Diverse_Populations.pdf)

# Q2 New Business for 2017!

LIBERTY is pleased to announce that we have been selected to administer the Dental Benefits for the following new groups:

## Effective 4/1/2017

### California

AAA Companies  
Beckco, Inc.  
CLC Corporation  
Customer Lobby, LLC  
Fabrication Technologies  
Folsom Lake Volkswagen  
Glassfab Tempering Services, Inc.  
LA Kitchen, Inc.

Madland Toyota Lift, Inc.  
Newport Urgent Care  
Oakcroft Associates, Inc.  
Pacific Health Systems  
Oakcroft Associates, Inc.  
Pacific Health Systems  
Pro Spot International  
Professional Benefit Administrators  
RNG Group, Inc.

Shasta Orthopedics & Sports  
Medicine  
Union Editorial, LLC  
Xytech Systems

### Nevada

Integrated Benefit Services, Inc.  
NSR Services, Inc.

## Effective 5/1/2017

### California

Cherokee, Inc.  
Drs. Mishal, Pham And Associates  
Federal Defense  
Hoban Management, Inc.

Life By Design Advisory Services  
Melia Homes, Inc.  
Metco Fourslide Manufacturing, Inc.  
Pride Electric Company  
S & E Gourmet Cuts, Inc.

Servpro of Santa Ana  
So Cal Custom  
The House Modesto  
The Management Group

## Effective 6/1/2017

### California

Alert Plating Company  
Berger Steel Corporation  
Diabetes Camping and Educational  
Services  
East L.A. Housing Corporation  
Fiber Optics For Sale  
Grimm & Chen Structural

Mercury Plastics, Inc.  
MGM Transformer Company  
Oculus Architecture LTD  
Pacific Arts Movement  
R & B Auto Center  
Converse Consultants  
Ultra Dent Tools, Inc.  
UTI Holdings, Inc.

Valley Unique Electric, Inc.  
Whittemore Enterprises  
Yeleko, Inc.

### Florida

GoTeka, LLC

### Nevada

Kangamoo Indoor Playground  
The Church at South Las Vegas

LIBERTY appreciates your participation, partnership and our mutual goal to provide your patients and our members the highest quality of health care.





LIBERTY Offices will be closed Tuesday, July 4, 2017  
in observance of Independence Day.

Have a happy and safe holiday!

