



LIBERTY QUARTERLY PROVIDER NEWS



# Building a Successful Dental Practice Starts with Patient Satisfaction



You and your staff work hard every day to build a successful and thriving practice. An important factor that contributes to your success is “patient satisfaction.” There are five simple things you can do right now to intentionally increase patient satisfaction:

## 1 connect

To immediately connect with patients, greet them by name and continue to address them by name throughout the duration of the appointment.

## 2 listen

Make adequate eye contact. When entering data in their chart, try to look at them reassuring them that you are listening to what they have to say.

## 3 explain

Patients feel more comfortable when they know what is happening throughout their time in your office. Take the time to explain the details of what you are doing and what will happen next. This is sometimes referred to as “narrating the care.” You can help manage patient expectations by assuring patients that the need for additional treatment in the future may not be “unusual” or “out-of-the-ordinary,” particularly with respect to dentures.

## 4 ask

Sometimes patients have reservations or concerns regarding the plan you create but leave the office without saying anything. Before concluding the  
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### INTERNET ACCESS

[libertydentalplan.com](http://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 TELEPHONE:

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  
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### OUR MISSION

LIBERTY Dental Plan is committed to being the industry leader in providing quality, innovative, and affordable dental benefits with the utmost focus on member satisfaction.

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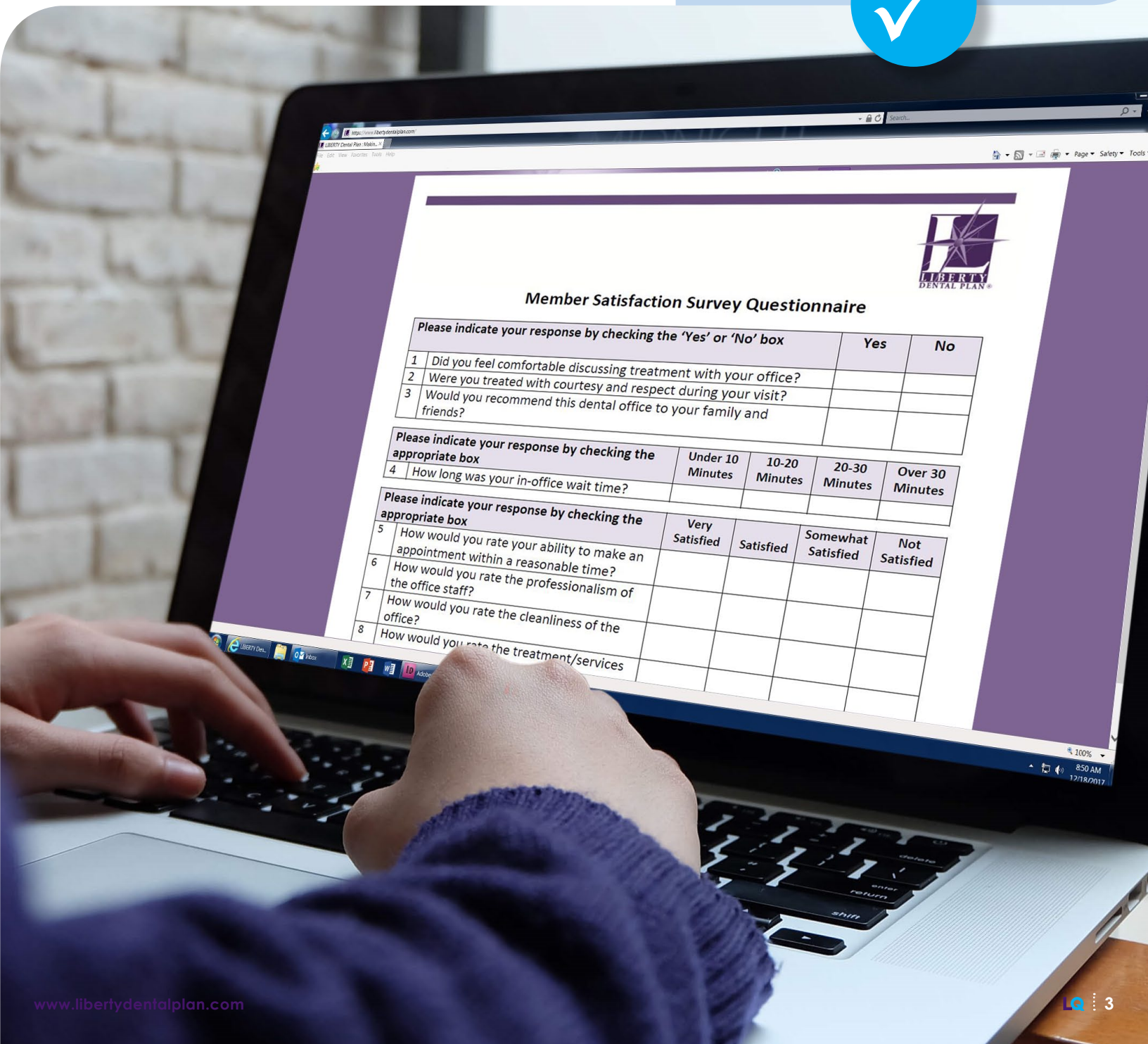
appointment, take a moment to ask, "Have I answered all of your questions? Do you fully understand your treatment plan?"

## 5 reconnect

Before your patient leaves the office, be sure to reconnect by recapping the appointment and the details of their follow up care.

# Be in the Know

Members are given the opportunity to participate in Satisfaction Surveys on an ongoing basis. The survey results are reviewed frequently to identify opportunities to improve quality of service and care.



# CDT 2018 Updates

The American Dental Association (“ADA”) has released the 2018 version of the Current Dental Terminology (“CDT”) Procedure Codes. Effective January 1, 2018, current CDT codes should be used when submitting claims for LIBERTY’s non-Medicaid programs. The codes that LIBERTY Dental Plan may provide benefits for are listed below.

New CDT 2018 Codes for all LIBERTY Commercial Risk DHMO/EPO and CAP Plans:		
New Code	Description	Determination
<b>Prosthodontics (Removable)</b>		
D5511	Repair broken complete denture base, mandibular	This will be added to all plans that cover D5510. Patient copay/provider reimbursement same as D5510.
D5512	Repair broken complete denture base, maxillary	This will be added to all plans that cover D5510. Patient copay/provider reimbursement same as D5510.
D5611	Repair resin partial denture base, mandibular	This will be added to all plans that cover D5610. Patient copay/provider reimbursement same as D5610.
D5612	Repair resin partial denture base, maxillary	This will be added to all plans that cover D5610. Patient copay/provider reimbursement same as D5610.
D5621	Repair cast partial framework, mandibular	This will be added to all plans that cover D5620. Patient copay/provider reimbursement same as D5620.
D5622	Repair cast partial framework, maxillary	This will be added to all plans that cover D5620. Patient copay/provider reimbursement same as D5620.
<b>Implant Services</b>		
D6096	Remove broken implant retaining screw	This will be added to all plans that cover implants. Patient copay \$75. Provider reimbursement same as D6092.
D6118	Implant/abutment supported interim fixed denture for edentulous arch – mandibular	This will be added to all plans that cover implants. Patient copay/provider reimbursement at 25% of D6115.
D6119	Implant/abutment supported interim fixed denture for edentulous arch – maxillary	This will be added to all plans that cover implants. Patient copay/provider reimbursement at 25% of D6114.
<b>Oral and Maxillofacial Surgery</b>		
D7979	Non – surgical sialolithotomy	This will be added to all plans that cover D7980. Patient copay/provider reimbursement same as D7980.
<b>Orthodontics</b>		
D8695	Removal of fixed orthodontic appliances for reasons other than completion of treatment	Patient copay/provider reimbursement same as D0140.
<b>Adjunctive General Services</b>		
D9222	Deep sedation/general anesthesia, first 15 minute increment	This will be added to all plans that cover D9223. Patient copay/provider reimbursement same as D9223.
D9239	Intravenous moderate (conscious) sedation/analgesia, first 15 minute increment	This will be added to all plans that cover D9243. Patient copay/provider reimbursement same as D9243.

# Cultural Competency Corner

## Provider Training

LIBERTY recognizes the importance of serving Members in a culturally and linguistically appropriate manner.

Increasing cultural competence empowers health care providers to be respectful and responsive to the health beliefs, practices and the cultural and linguistic needs of our diverse patient base. LIBERTY has created a Cultural Competency Training resource to help you, and your staff, increase your cultural awareness. We feel that trainings such as this ensure the needs of culturally diverse populations are being met. In some areas, this training is required. However, LIBERTY feels that providing this training resource to all our providers will likely assist them with the variety of cultural concerns that are faced in the dental office today.

### The goal of this training is to:

- Provide guidelines to communicate successfully about health care across social boundaries
- Build understanding and trust between provider and patient
- Work with patients to develop treatment plans that are effective and culturally relevant

Even if a provider does not speak a patient's preferred language, he or she can take steps to ensure successful patient-provider communication and sensitivity to how various cultures face health care decisions. This is aimed at reducing the risk of misunderstandings.

You may find the Cultural Competency training in the Provider Portal or by following: <https://www.libertydentalplan.com/Providers/Cultural-Competency-Provider-Training-1.aspx>.



## Important Keeping Provider Profile Current

Do you like to get paid for providing dental care to your patients? Do you like to get paid in a timely manner? If you answered “yes,” then the most important task your office can do is to keep your provider information current. Failure to update provider names, addresses, phone numbers, NPIs, Tax Identification Numbers (TIN)s, and other pertinent information, may result in a lack of payment or a delayed payment.

It is very important to keep provider data as current as possible. Notify LIBERTY Dental Plan immediately if:

- A new dentist joins or leaves your office
- Your office has an address change
- Your office has a TIN change

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- Your office has any billing address changes

Please note: Dental Providers can begin treating LIBERTY members AFTER the credentialing process is fully completed. If a dentist begins treating patients before the credentialing process is complete, payment will not be received for services prior to the provider's effective date. In addition to the above, please contact us when your office changes the following as these items impact your provider directory that we share with our members.

- Office hours
- Languages spoken
- Whether you are accepting new members
- Plans or programs that your office currently are accepting

If you have any questions or would like to update your provider profile, please contact LIBERTY's Professional Relations Department at **888.352.7924** or by email at [prinquiries@libertydentalplan.com](mailto:prinquiries@libertydentalplan.com). LIBERTY appreciates your participation, partnership and our mutual goal to provide your patients and our members the highest quality oral health care.

## After-Hours Care

The ADA Principles of Ethics and Code of Professional conduct states that "Dentists shall be obliged to make reasonable arrangements for the emergency care of their patients. In most cases, the patient is best served by the treating dentist, by someone who works with the treating dentist or by another dentist in the community who is, or may easily become familiar with the patient's treatment history. A patient injured as a result of inadequate after-hours coverage may allege that the treating dentist, facility or both abandoned them. To reduce the risk of potential liability, the office is professionally responsible to provide coverage.

### Acceptable After-Hours Methods include:

- An answering machine with an emergency telephone number to directly contact the dentist or a participating provider in your office, or a dentist "on call" to cover your emergencies
- An answering machine outgoing message may refer patients to the Emergency room for after-hours care for "life-threatening" or "medical emergencies" or for patients that have not been treated in the office before
- An answering service with live representatives who can reach the dentist on call
- Offices shall not require patients to leave a message via a recorded service or an answering machine; there should be a direct phone number to contact the on-call dentist, or the emergency calls should be answered by a live representative
- A member who is a patient-of-record in your practice, or is assigned to your office as their primary care dental facility, should expect to receive a call back in a reasonable time frame – generally 1-3 hours
- Patients with true dental emergencies should be seen within 24 hours or sooner if medically indicated

If you have any questions regarding the standards for After-Hours Accessibility, please contact our Professional Relations Department at **888.352.7924**.

# New Business 4th Quarter 2017

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

## Effective 10/1/2017

### California

Bear Mountain Travel Stop  
Arborwell, Inc.  
Turn Key Systems, Inc.  
Ceci Clarke, Inc.  
Grip Lock Systems, LLC  
Orange County Erectors

Tri Valley Urology Medical  
Arte De Mexico  
Orthopaedic Surgery  
Simplify Optics, LLC  
Beginnings Learning  
Cannon Constructors, Inc.  
John Kaliski Architects

Alpha Research & Technology  
Honda Redwood City  
Automotive, LLC

### Florida

Peace River Tropical Medicine

### Nevada

Priority Services of Las Vegas

## Effective 11/1/2017

### California

Schneider CM Incorporated  
California Motor Vehicle  
Cosmic Plastics, Inc.  
G.B. Services, Inc.  
ServePro Of Woodland Hills

Cyberset  
West Coast Lighting & Energy  
Circuit Services, LLC dba Career  
Technologies  
Coffeepreneur  
PAMS, Inc.

Griffin & Reed, A Medical  
Corporation  
Mike Owen Fabrication

### Florida

L J Ramos Enterprises Inc.

## Effective 12/1/2017

### California

OmegaComp HR  
Certified Car Clinic, Inc.  
First Choice Debt Relief, Inc.  
Economic Packaging Corp.  
C.O.R.E. Medical Clinic  
Gardeners Guild, Inc.

Wraith, Scarlett & Randolph  
Insurance Services, Inc.  
**Florida**  
MMD Computer Center Inc.  
Empire Computer Services, Inc.  
Vitture, LLC  
**Nevada**

Ferdowsian Global Services, LLC  
dba Sunset Clinics  
Oasis Las Vegas RV Resort  
Alamillo Rebar, Nevada, Inc.  
Victory Missionary Baptist  
Church  
Premier Legal Group

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





*Best* Wishes for a Joyous  
Holiday Season and a Peaceful  
and Prosperous New Year.

