



LIBERTY QUARTERLY Provider News
VOLUME 8, Q2 | SUMMER 2021



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You Spoke



We Listened

OUR NEW PROVIDERS PORTAL IS LIVE!

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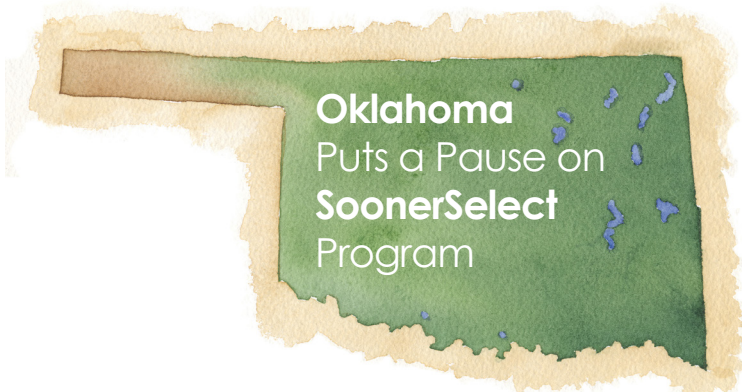
Reducing Caries Risk in Medicaid Children...(pg. 6)

PLUS: Provider Satisfaction Survey...(pg. 2)

What our **Provider Satisfaction Survey** means to you

Your input as a provider not only aids us in evaluating our success, but also helps us to provide the highest-quality level of service by identifying changes you believe could improve our service relationship. Rest assured, your input will remain secure and LIBERTY values your honest feedback.

Your participation will be appreciated as we continue to pursue our commitment to the shared goal of providing the highest quality oral health care to your patients and our members.



The Oklahoma State Supreme Court has put the entire Medicaid Managed Care program on hold for the present. Before this decision, however, LIBERTY already established offices in Oklahoma City and developed a team of high performing professionals. This team is now ready to assist LIBERTY with all lines of the corporate structure in place ready to grow our business network in Oklahoma.

This pause has allowed us to focus our team on LIBERTY's corporate culture and policies as well as enhancing client offerings in the Sooner state. The Oklahoma team is already supporting LIBERTY providers, members, and clients. While this delay by the state was unexpected, LIBERTY was already committed to the Oklahoma market and continues to support the dental health and wellness in the state. Our robust team continues to work with community and tribal programs all over the state of Oklahoma. By retaining our employees in the Oklahoma office, LIBERTY offers further proof of how it honors its commitments. If your organization has operations in Oklahoma, feel free to reach out to Lisa Gifford, President of LIBERTY Dental Plan of Oklahoma at 405-219-8444 to discuss how this team can assist you.

<https://www.libertydentalplan.com/Oklahoma/LIBERTY-Dental-Plan-of-Oklahoma.aspx>.

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If you have comments or questions, please contact:
LIBERTY Dental Plan Provider Relations
340 Commerce, Suite 100,
Irvine, CA 92602

PROVIDER RELATIONS

- Contracting
- Provider Education

TOLL FREE TELEPHONE:

California.....	800.268.9012
Florida.....	888.352.7924
Nevada.....	888.700.0643
New Jersey.....	833.276.0854
New York.....	833.276.0853
All other States.....	888.352.7924

TOLL FREE FAX:

California.....	800.268.0154
Florida.....	888.334.6034
Nevada.....	888.401.1129
All other States.....	888.401.1129

INTERNET ACCESS

www.libertydentalplan.com

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



CA Medicaid HMO and Marketplace HMO, NV & FL Medicare, Marketplace, Medicaid and Commercial HMO, EPO, PPO and POS.

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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.

New Provider Portal Is Live!

Our users spoke, we listened, and our portal is now better than ever. Here's what's **new** about it:

- **It's faster:** Enhanced member search (allows for partial letters of last/first name or numbers to be entered and still find a match)
- **More user-friendly:** Exportable member roster to Microsoft Excel
- **More comprehensive:** Enhanced Eligibility tool to confirm member is eligible to be seen
- **More responsive:** Improved Claims, Prior Authorization, and Referral Submission. Enhanced abilities for Prior Authorization/Referral status. Documents available online. No more waiting for mail.

After several months of notifications, LIBERTY has deactivated our old provider portal and transitioned all providers to our new platform effective as of February 12, 2021.

In case you missed the earlier communications, everyone will need to register for a new account, even if you already have a previous portal account. The registration process should only take five (5) minutes and will give you access to all the new features listed below and more!

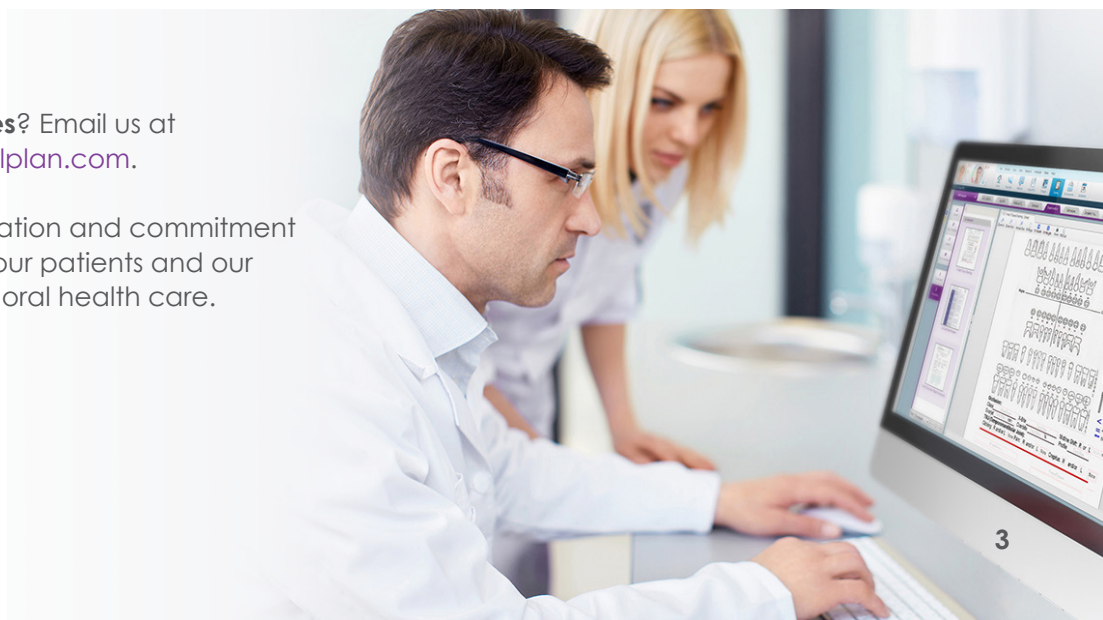
If you haven't registered already, you may notice a disruption in your portal access. Please follow the below instructions to register today!

- **To register**, you will need your **Office Number** and your **Access Code** which can be found on your original Welcome Letter.
- **Logon to <https://providerportal.libertydentalplan.com>**
- **Click on Sign-up Now** and follow the instructions to setup your new account. Refer to the "Portal Help Guide" on the logon screen for help with account registration.
- **The new portal training guide** covering all functionality is available in the Resources section once you login.

If you'd prefer a LIVE demonstration, please contact your assigned Provider Relations Network Manager.

 **Any other questions or issues?** Email us at portalsupport@libertydentalplan.com.

LIBERTY appreciates your participation and commitment to our shared goal of providing your patients and our members with the highest quality oral health care.



NEW

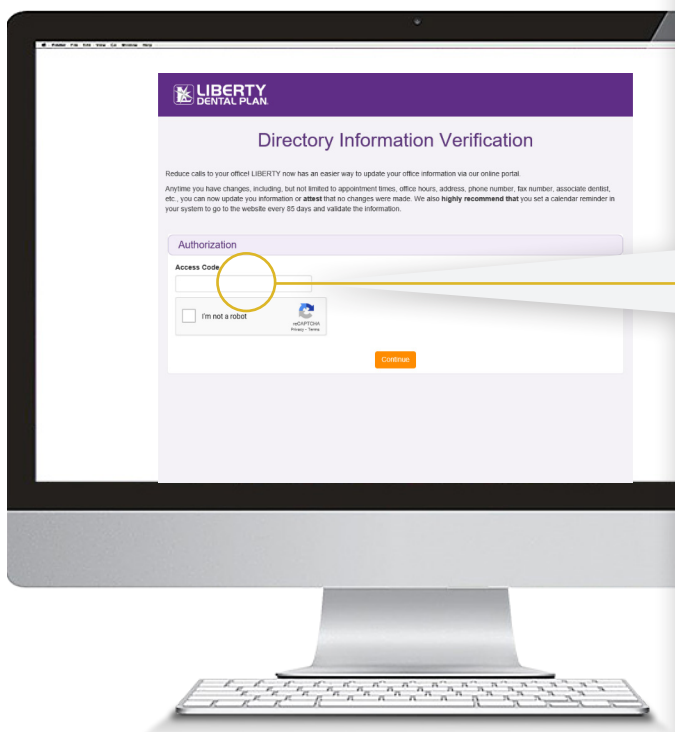
Our Provider Directory Information Verification (DIV) Website is Here!

We're proud to announce LIBERTY's brand-new self-service online tool that makes it easier to update your provider office information through our **ProviderDIV** website at:

www.libertydentalplan.com/ProviderDIV.

We want our members to have an accurate provider directory: Is your information current? Do you have any office updates?

Also: Do you want to stop time consuming calls to validate your Provider Directory Information (DIV)? Our **ProviderDIV** website is a better way to maintain your provider directory information.



FAQs

What can I update?

You can update anytime, including but not limited to, appointment times, office hours, addresses, phone numbers, fax numbers, associate dentists, etc. You can also update or **attest** that no changes were made this quarter. We **highly recommend** that you set a calendar reminder in your system to go to the website every eight-five (85) days and validate the information.

Why do I need to update my provider information?

- Prevent and minimize costly claims payment delays
- Stop time consuming calls to validate your directory information
- Fix what's wrong with the click of a button
- Prevent filling out paper forms, faxing, or emailing
- Provide the most up-to-date information to existing and new members so they can make educational decisions about their provider office choices

How often can I update or attest?

Any time, but no later than every ninety (90) days

How long does it take to complete an update or attest?

Less than five (5) minutes

How do I get started?

- No registration is required
- You will need to have your office Access Code to use the online feature. This number can be found in your LIBERTY Welcome Letter.
- If you are unable to locate your Access Code, please call 888.352.7924 for assistance.

Are the updates made in real-time?

Please allow up to five (5) business days for updates to be reflected on the website. Some changes may require additional time to research and process.

Who do I contact for further information on ProviderDIV online?

Please contact your assigned Provider Relations Network Manager.

Access & Availability Standards Medicaid

Providers participating with Medicaid programs are required to comply with state-mandated appointment timeframes. Providers must have a system in place to address after-hours emergencies. LIBERTY will periodically survey offices to ensure compliance. Additionally, your office can provide your appointment availability on the Directory Information Verification (DIV) website at www.libertydentalplan.com/ProviderDIV.

Missed and Cancelled Appointments: Medicaid Only



There are times when a member misses their dental appointment due to emergencies or obligations. We understand that this greatly impacts your office and your ability to schedule patient appointments.

LIBERTY wants to partner with you to identify those patients that miss appointments when they cannot provide the courtesy of cancelling with more than 24 hours notice.

We are asking that you:

1. Report through the claims submission process any missed (D9986) and cancelled (D9987) patient appointments for all LIBERTY members.
2. Continue outreach to these members to educate them on the importance of keeping their appointment and reschedule to avoid interruption in dental care.
3. Do not charge the Medicaid member for broken or missed appointments.
4. Note the missed or cancelled appointment in the member's record.

Electronic Funds Transfer & Timely Check Cashing

To allow the greatest efficiency between LIBERTY and your office, LIBERTY offers Electronic Funds Transfer (EFT) to replace paper-based claims payments. Electronic payments can help guarantee that your office receives payments promptly and is able to make deposits timely.

If you are not currently on EFT, we encourage you to join and enjoy these **EFT Benefits** at no cost:

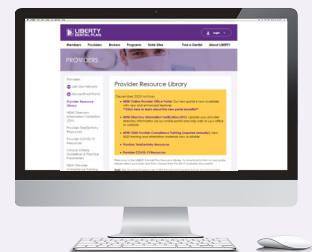
- Helps you get paid faster
- Simplifies reconciliation of paper-based claims payments
- No more lost checks
- View and access statements online (office vendor portal)
- Bypass manual processes such as sorting and opening mail

The EFT form is available for download at: <https://www.libertydentalplan.com/Providers/Provider-Resource-Library.aspx>

- Select your state from the drop-down menu
- Click "Continue" and select Electronic Fund Transfer (EFT) Form

If you do not elect EFT, we ask that your office deposit all issued paper checks within 14 business days.

Provider Resource Library: Looking for training materials and up-to-date information regarding LIBERTY? We have state-specific educational and reference materials available for download on our website. Please visit our Provider Resource Library at: <https://www.libertydentalplan.com/Providers/Provider-Resource-Library.aspx>.



Value-Based Program

Focused on Reducing Caries Risk in Child Medicaid Population

LIBERTY's BRUSH Program™ incentivizes participating providers to deliver increased preventive services to Child Medicaid members with the goal of reducing caries risk.

By the end of Summer 2021, there are projected to be **over 800 provider offices** that will participate in LIBERTY's BRUSH Program, serving nearly **1 million Child Medicaid members in California, Florida, Nevada, and New York**. These offices render an initial Caries Risk Assessment (CRA) and create member-specific, clinically appropriate treatment plans inclusive of motivational counseling.

LIBERTY is excited about the opportunity to work with additional providers to serve more members in a value-based manner! Please visit our new Value-Based Program website at <https://www.libertydentalplan.com/Providers/Value-Based-Program.aspx> or reach out to the local Network Manager for more details.



Benefits and Rewards for Utilization, Services
and Healthy outcomes



How Dental Care Providers Meet Patient Language Needs

Cultural and Linguistic differences between the provider and the patient may cause barriers to care.

These barriers may hinder dental care professionals from understanding patient needs and create more miscommunication. Creating an environment where patients are better understood leads to a better patient-provider relationship and encourage patients to take charge of their oral health.

In accordance with state and federal requirements, network providers and office staff are required to assist patients with accessing language assistance services during their dental appointment. This includes telephonic as well as onsite interpretation services and auxiliary aids (TTY and/or American Sign Language) to ensure there are no barriers to care. Telephonic and onsite interpretation services and auxiliary aids are offered at no cost to the provider through LIBERTY to alleviate needless communication challenges for the provider and office staff. However, if the provider or office staff chooses to use another resource for language assistance services other than those provided by the dental plan, the provider is financially responsible for associated costs.

Network providers and office staff are required to make a best effort to secure language assistance services for the patient. LIBERTY recommends providers and staff to assist patients with scheduling an onsite interpreter as soon as you schedule their dental appointment or at least 2 weeks prior to the appointment, to ensure an interpreter is available. If an onsite interpreter is unavailable for the patient's appointment, you may request a telephonic interpreter. Please contact LIBERTY using the phone numbers listed below to assist with scheduling.

In addition to assisting your patient with facilitating an interpreter, providers are required to document the member's language preference in their patient chart and records. Please ensure this information is appropriately communicated with your office staff.

For more information, please refer to the Provider Reference Guide. For assistance to request interpreter and translation services, please call the phone listed below according to your region.

California: (800) 268-9012

Florida: (833) 276-0851

Nevada: (888) 700-06443

National: (888) 352-7924



did you know

LIBERTY offers free interpretation services in
150 languages

Link: [CMS Language Services](#)

New 2021 Compliance Training Available (Required Annually)

LIBERTY monitors and ensures that LIBERTY's contracted offices and their staff operate in compliance with applicable laws and regulations required by your contract with LIBERTY Dental Plan ("LIBERTY").

Contracted offices have the option to ensure that all providers and other personnel complete LIBERTY's required trainings listed below or other comparable trainings on the required topics within thirty (30) days of initial hiring or contracting and annually thereafter.

By signing the attestation, you are affirming your commitment with each of the training topics below:

- ▶ **Affordable Care Act Section 1557**
- ▶ **Code of Conduct***
- ▶ **Compliance Plan***
- ▶ **Critical Incident**
- ▶ **Cultural and Linguistic Competency**
- ▶ **Fraud Waste & Abuse** (CMS Medicare Part C & D)
- ▶ **Fraud Waste & Abuse** (LIBERTY)
- ▶ **General Compliance** (CMS Medicare Part C & D)
- ▶ **HIPAA** (Privacy & Security)

Record Retention. Provider(s)/Office(s) must maintain supporting documentation for a period of ten (10) years after training completion.

**Note: LIBERTY is required to communicate, through dissemination of LIBERTY's Code of Conduct and Compliance Plan, its commitment to conducting business in an ethical manner, and consistent with governing law and program requirements. LIBERTY will also accept the dissemination of Provider's comparable Code of Conduct and Compliance Plan to fulfill this requirement.*

How to Access the FREE Training Modules:

Training modules are available on LIBERTY's website at the following link:


<https://www.libertydentalplan.com/Providers/Provider-Training-1.aspx>

How to Submit the Attestation:

Download the Attestation at https://www.libertydentalplan.com/Resources/Documents/ma_Provider_Compliance_Training_Attestation.pdf.

Attestations may be returned via one of the following means:

 **Electronically** by going to Step 2 on our website at <https://www.libertydentalplan.com/Providers/Provider-Training-Acknowledgement.aspx> (Preferred)

 **Emailing** a scanned copy of the completed attestation to:
Florida FLinquiries@libertydentalplan.com **All Other States** Provider@libertydentalplan.com

 **Faxing** to **800.268.0154**

 **Mailing** the attestation form to:
 LIBERTY Dental Plan, Attention: Provider Relations, P.O. Box 26110, Santa Ana, CA 92799-6110

If you have any questions, please call **888.352.7924**, or send an email to the above applicable email address.

Safeguarding Protected Health Information (PHI) Important Reminders

As a dental provider, your office is fully aware that the Health Insurance Portability Accountability Act (HIPAA) requires the protection and confidential handling of patient Protected Health Information (PHI). HIPAA requires health care providers to develop and implement safeguards that ensure the confidentiality and security of all forms of PHI (whether electronic, verbal, or tangible) when transmitted or stored.

Failure to properly safeguard PHI can result in data breaches, enforcement actions, significant monetary penalties, and with LIBERTY members, a violation of LIBERTY's provider agreement. If LIBERTY discovers that a provider has transmitted LIBERTY member PHI via a potentially non-secure method, or if we are otherwise notified that a provider may not be properly safeguarding such PHI, we will contact the provider to investigate the matter. Non-compliance will result in a Corrective Action Plan and continued, or egregious non-compliance will lead to contract termination.

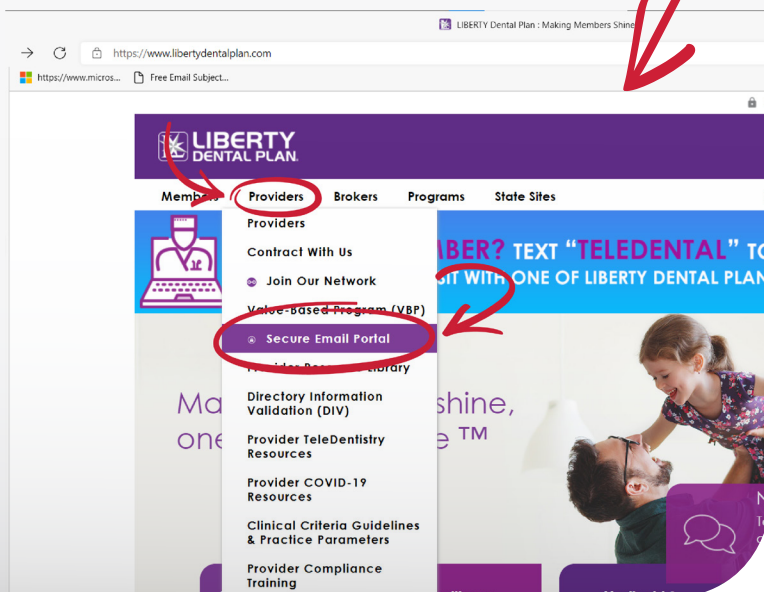
Safeguards which Providers are obliged to uphold include but are not limited to:

▶ 1. Electronic PHI

A. Ensure referrals, authorization requests, medical records and other e-PHI are transmitted via a HIPAA compliant method using secure fax, secure FTP, encrypted email (which requires recipient authentication to access email content), or LIBERTY's secure web portal.* Note the following:

- Use of PHI (including member name, ID, or other identifying information) in the subject lines of emails or to name e-files is **not** permitted.
- Use of free email service providers, like Gmail, Hotmail, or Yahoo, is **not** a permitted method for transmitting LIBERTY Member PHI*.
- Transmission of PHI via text is **not** permitted*.
- LIBERTY providers may transmit e-PHI to LIBERTY using LIBERTY's HIPAA compliant, secure web portal by following these simple steps:

- Go to www.libertydentalplan.com
- Go to **Provider** menu at top of the page
- Select **Secure Email Portal**



B. Use physical and technical safeguards to ensure that monitors cannot be viewed by unauthorized individuals, and that screens automatically lock on devices, after a reasonable period of inactivity.

C. Maintain protocols to ensure faxes containing PHI are issued to the correct recipient, and that increased precautions are applied when faxing especially sensitive information (such as sensitive diagnoses).

**When transmitting a member's own PHI to the member, the member's written request to receive the PHI electronically through a method other than*

(Continued on page 10)

Safeguarding PHI - Important Reminders (Continued)

those listed above may be honored, provided that reasonable steps have been taken to validate the member's identity, and the potentially unsecure nature of the transmission has been disclosed to the member in writing in advance of the transmission.

Review and adhere to LIBERTY's Secure Use & Transmission of e-PHI policy, located online at <https://www.libertydentalplan.com/Providers/Provider-Resource-Library.aspx>.

2. Verbal PHI

A. Do not discuss patient information in public areas (including waiting rooms, hallways and other common areas), even if you believe you are masking the patient's identity. Ensure conversations within examination rooms or operatories cannot be overheard by those outside of the room. Use heightened discretion when discussing diagnoses or other sensitive matters, including when such discussions occur with the patient in an exam room or operatory. Best practices include:

- Implementing appropriate physical safeguards such as closed doors and insulated walls for exam rooms and operatories. Implementing ambient music or white noise to cover conversations in common areas.
- Arranging waiting areas to minimize one patient overhearing conversations with another.
- Posting a sign requesting that patients who are

waiting to sign-in or be seen, do not congregate in reception area.

- Ensuring unauthorized persons cannot overhear phone calls and limiting what is communicated by phone and voicemail to the minimum necessary to accomplish the required purpose. Also, avoid use of speaker phones.

3. Tangible PHI – do not display or store paper or other tangible PHI in common areas. Do not leave such PHI unattended on desks or in exam rooms or operatories. Never dispose of paper or other tangible PHI in the trash. Use secure methods to destroy and dispose of such PHI (for example, cross-cut shredder).

- Lock away all PHI during close of business (for example, in a locked cabinet).
- Close window blinds to prevent outside disclosure
- Do **not** overstuff mailing envelopes; and print mailing addresses accurately and clearly to minimize the possibility that mail is lost in transit
- Take precautions to ensure PHI is not lost while transporting from one location to another. Never leaving tangible PHI in vehicles unattended.



Report Medicaid/Dental Identity Theft

Medical/Dental identity theft is when someone **steals or uses a member's personal information** (name, Social Security number, or Medicare/Medicaid number), to submit fraudulent claims to Medicare/Medicaid and other health insurers without the member's authorization. Medical/Dental identity theft is a crime.

LIBERTY encourages our Dental Providers to report suspected medical/dental identity fraud to LIBERTY's Special Investigation Unit by emailing: SIU@libertydentalplan.com or calling our anonymous FWA hotline **1.888.704.9833**.