



LIBERTY QUARTERLY

Provider News

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Cybersecurity Practices: Managing Threats & Protecting Your Practice

The risk of cyberattacks not only threaten the security of your records, but also your practice, your business, and your livelihood.

Things to consider to protect your practice?

- Do you have a business-grade firewall?
- Is it configured to only allow certain ports to open?
- Do you have an incident or emergency response plan?



What is a Ransomware attack?

Ransomware is a type of malicious software (malware) designed to encrypt your data so that you no longer have access. Perpetrators will then demand ransom payments in exchange for the "key" required to and regain access to the captured data.



Data breaches are common and costly: In 2016, attacks compromised 27 million records. Annually, data breaches cost the healthcare industry \$5.6 billion and they show no signs of going away anytime soon.

The Department of Health and Human Services (HHS) has a free document created to address cybersecurity practices for small, medium, and large health care organizations.

Get started [here](#).

Health Industry Cybersecurity Practices: Managing Threats and Protecting Patients

Download [here](#)



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Florida.....	P 888.352.7924/F 888.334.6034
Nevada.....	P 888.700.0643/F 888.401.1129
New Jersey.....	P 833.276.0854
New York.....	P 833.276.0853
All other States.....	P 888.352.7924/F 888.401.1129

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

LIBERTY Dental Plan is accredited & certified by:



Exp. 07/01/2025
LIBERTY Dental Plan Corporation
CA, NV, FL Medicaid & Exchange



NCQA has reviewed & accredited LIBERTY's Credentialing & Utilization Management functions only. For complete details on the scope of this review, visit www.ncqa.org

Directory Information Verification

Keeping accurate provider directory information available and updated on a quarterly basis for our members is a priority at LIBERTY.

Please take time over the next few days to go to the **LIBERTY Directory Information Verification (DIV)** website: www.libertydentalplan.com/providerDIV. Enter your Access Code and validate your information. Make sure your information is current and correct. Your current office information will help reduce unnecessary mail and calls directed to your office.

Once you complete the verification, we highly recommend that you set a calendar reminder in your system to **go to the website every 90 days to re-validate the information through the same link**, using the same access code every 90 days. The law requires that we receive an affirmative response from your office. Failure to verify the accuracy of your information will lead to additional outreach to your office and may require us to remove you from our provider directory.



No registration required:

- Go to www.libertydentalplan.com/providerDIV
- Enter your Access Code (number can be found in your LIBERTY Welcome Letter)
- Attest that your information is correct or communicate changes directly online!
- If you are unable to locate your Access Code, contact **your assigned provider** (see call numbers on page 2).

Has your office submitted its attestation for annual compliance in 2022?

LIBERTY Dental Plan monitors and ensures that contracted offices and their staff operate in compliance with applicable laws and regulations contractually agreed upon. Annual Compliance for your office needs to be validated annually. Contracted offices have the option to complete LIBERTY's required free trainings or other comparable trainings on the required topics within 30 days of initial hiring or contracting and annually thereafter.

Follow the links or scan the QR Codes to find Training Modules on LIBERTY's website.



See the Training Modules available on LIBERTY's website by following the links or scanning the QR codes:

How to Access the Modules: <https://www.libertydentalplan.com/Providers/Provider-Training-1.aspx>



How to Access the Attestation: https://www.libertydentalplan.com/Resources/Documents/ma_Provider_Compliance_Training_Attestation.pdf



Attestations may be returned electronically by following the link: <https://www.libertydentalplan.com/Providers/Provider-Training-Acknowledgement.aspx>

We appreciate your participation in providing services to LIBERTY members. We look forward to your response.

LIBERTY Dental Plan wants to remind you of the guidelines & requirements regarding SRPs & Irrigation procedures.

To ensure your office receives proper coverage:

Please refer to your state issued Provider Reference Guide as well as the individual member's benefit.

Non-Surgical Periodontal Therapy (D4341/D4342)

Supported when full mouth periodontal pocket charting demonstrates at least 4 mm pocket depths. It is common for radiographs to reveal evidence of bone loss of attachment and/or the presence of interproximal calculus.

Clinical/Coverage Guideline

Perform no more than 2 quadrants of SRP at the same visit (or, in most cases, on the same date of service) unless a medical or other condition is present that would justify such AND there is demonstration of sufficient clinical treatment time to adequately perform judicious scaling and root planing of the submitted quadrants. Per clinical review, in the absence of such information, LIBERTY may limit the approval to no more than 2 quadrants on any given date of service.

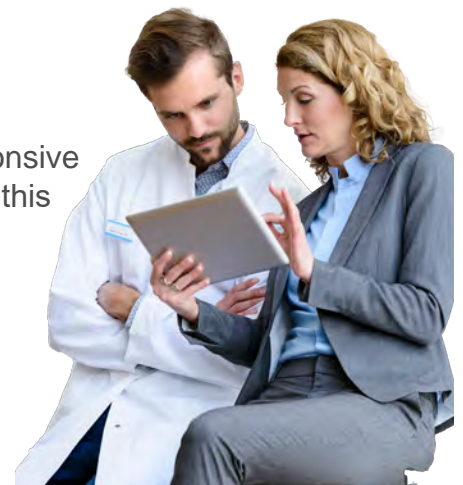
D4381 Localized delivery of antimicrobial agents via a controlled release vehicle into diseased crevicular tissue, per tooth, by report

Dentists may consider the appropriate use of local delivery antimicrobials for chronic periodontitis members as an adjunct to procedures D4341/D4342 (scaling and root planing) AFTER the following situations:

- A clinician has completed D4341/D4342 and allowed a minimum 4-week healing period. Then, the member's pockets are re-probed and re-evaluated to determine the clinical response to the scaling and root planing.
- For example, Re-evaluation confirms that several teeth were non-responsive to scaling and root planing, with localized residual pocket depths of 5 mm's or deeper plus inflammation.
- Benefits are not available when D4381 is performed with D4341 or D4342 in the same quadrant on the same date of service.

Clinical/Coverage Guideline

Locally-delivered antimicrobials are defined by the ADA as adjunctive to periodontal therapy and were intended for use in refractory or non-responsive periodontal pockets. It is not a standard application of D4381 to provide this service until after a clinical area was determined to be refractory or non-responsive to standard surgical or non-surgical pocket reduction techniques. Therefore, LIBERTY will not benefit this procedure on the same day as D4341 or D4342 or as surgical periodontal therapy. The determination of need for D4381 would occur at a subsequent visit after a healing period following the D4341 or D4342.





A word from Rosa Roldan, DMD, MD, LIBERTY's Dental Director of Florida

Dr. Roldan is a pediatric dentist and licensed pediatric physician. She brings many accomplishments to LIBERTY's team of Dental Directors:

- Development & implemented a Pediatric Dentistry Residency Program for training Pediatric Dental Ambassadors for work throughout the country
- Increased access to underserved populations by developing & expanding Mobile Dentistry programs
- Building a system of community-based education for dentists and physicians
- Has established much-needed infant-toddler & adolescent dental programs



First impressions do matter. ”

- **Smile** upon entering the patient room
- **Know the name of the patient** and greet them – a simple gesture that brings a personal element to help the patient feel seen and help ease possible anxieties
- **When a patient is made to wait**, they can be hyperaware of the time; delays may not be your fault but that won't matter, apologize and let them know you are sorry for their wait
- **Show the patient you are on their side**; it helps to defuse possible issues – even those not your fault – it can also go a long way toward building your long-term relationship with a patient, especially children

LIBERTY Receives URAC Accreditation Through 2025

Why Accreditation Matters: Because accreditation by URAC (Utilization Review Accreditation Commission) demonstrates that LIBERTY not only meets regulatory requirements and standards serving as benchmarks for quality as healthcare providers, it also shows our standards of competency in the provision of high-quality care and services. In our proven ability to meet the demands of quality care, enhanced processes, patient safety, and improved outcomes as well as specific health care issues, disease, or conditions.

In a complex industry like dentistry, it's critical for dental care organizations to meet national standards for quality, accountability, consumer protection and other key areas. The best way to do this is through accreditation by an independent third-party organization. URAC's independent multidisciplinary advisory groups are healthcare experts that guide the development of these standards. Their accreditation certifies programs with rigorous, evidence-based standards. They are the "gold star" accreditor.

We have been accredited by URAC since 2019. Our new designation is effective through July 1, 2025.

Why Working with LIBERTY Matters: Because we are one of the nation's premiere dental benefits administrators. We are committed to improving access to care for our members and providing the highest quality standards to optimize care outcomes for a better quality of life. "URAC accreditation helps us deliver world class care," explained President and CEO, Amir Neshat, DDS. "We aim to deliver quality, evidence-based care to ensure the highest patient outcomes for our members and our providers. This accreditation validates that our standards align with industry best practices. We are committed to improving our innovative processes and elevating our dental care delivery model to maintain our industry leading care." URAC's President and CEO Shawn Griffin M.D. had this to say:

"We applaud LIBERTY Dental Plan on achieving URAC accreditation. With this distinction, LIBERTY demonstrates excellence in quality health care delivery and their commitment to ensuring patient safety."



The Advantages of Medicare Advantage

- ▶ By 2030, **one in five Americans will be of retirement age.**
- ▶ At the same time, **Medicare enrollment will grow 27% over 2020 levels.** By 2035, 80 million Americans will be Medicare eligible. For the last seven years, Medicare enrollment has reached record-breaking 10,000 new enrollees a day. Growth is only expected to continue.
- ▶ Growth from this sector is expected to continue and offers a great opportunity for providers. With the help of this population, the LIBERTY network has grown over 9,200% over the last 15 years. We expect our growth in the next 15 to be even greater with a new investment partner, new territories coming online, and a partnership with a national healthcare provider. As a demographic, seniors make up 16% of the American population.
- ▶ Here's why **Medicare Advantage Part C** and **Medicare Supplement** plan patients can **present an excellent opportunity for your dental practice:**
 - the benefit structure is comprehensive
 - the maximum coverage is higher than traditional Medicare and many commercial benefit plans
 - since the Medicare Modernization Act (MMA) became law, Medicare Advantage plans **have paid enrollees so generously**, that the result has been expanded choice and enrollment; for this, its program operating costs have exceeded traditional Medicare – making Advantage enrollees truly advantaged
 - **one in five Medicare Advantage beneficiaries** spent more than \$1,000 on dental services in 2018; 11% have spent \$2,000 or more

The **“needs and expectations [of the Boomer generation] are significantly different** from those who came before...” They smoke less, they live longer, and experience complications of leading longer lives. And while they may lack some understanding of the risks of periodontal disease and oral cancer, they are better with basic dental health and prevention than other generations. They have also taken better care of their teeth, and have more of them, than any generation before.

How can we help?

Contact your Provider Relations representative for more information (see page 2 for more info).

