



LIBERTY QUARTERLY

Provider News

Volume 8, Q4 Winter 2021/2022

Annual Compliance & Training, p. 3..... Avoiding Patient Conflict, p. 4
Free Interpretation Services, p. 4..... LIBERTY's Value-Based Program, p. 5

Page 2

CELEBRATING

20
YEARS

Page 3

Directory Information
Verification



Page 5

The **LIBERTY Dental Plan** Difference

Introducing our

Value-Based Care Board

and our team of

**National Dental
Directors**

Page 8

new
CDT Codes
for 2022

LIBERTY Celebrates 20 Years of Making Members Shine, One Smile at a Time

LIBERTY Dental Plan celebrated its 20th anniversary as one of the nation's premier dental benefit **administrator**, serving its members, providers, government and health plan clients. Founded in January 2002, LIBERTY's President and CEO, Amir Neshat, DDS purchased a small dental insurance company based in California with a few hundred members, with the goal of improving health outcomes for its members and local communities.



Today, LIBERTY serves over **5.7 million members in all 50 states**. "We grew organically," reflected Dr. Neshat. "What started in California expanded to other states and programs based on our reputation and ability to deliver value to our clients." Over the last 20 years, Dr. Neshat expanded the team to include some of the nation's leading

clinicians and business leaders. Today, **LIBERTY's team has grown to over 1,200 employees**, working out of operational centers in New York, New Jersey, Florida, Oklahoma, and Nevada, in addition to the Irvine, California headquarters. LIBERTY remains unique for its integration of dentists throughout the organization, which has driven the implementation of innovative programs over its two-decade history. Dr. Neshat adds, "We set out to do things differently. We are a dental wellness organization that puts the member first. We know that when our members are healthy, we improve the wellbeing of our communities and reduce the costs and resources associated with preventable conditions and diseases."

A series of celebrations and "LIBERTY Gives Back" events are planned throughout the year in the various regional markets.



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President, Chief Executive Officer
Amir Neshat, DDS

Chief Dental Officer
Peter Fuentes, DMD

California Leadership
Kristina Roviroso, *VP of California Operations*
Cherag Sarkari, DDS, MDS, *Dental Director*
Justin Bottger, *Director Provider Relations*
Gisel Simington, *Manager Provider Relations*

Florida Leadership
Heather Stearns, *President*
Rosa Roldan, DMD, MD, *VP Florida PR, Dental Wellness & Clinical Affairs*
Alexis Arguello, *Director Provider Relations*

Nevada Leadership
Lindsay Littlefield, *President, VP Strategic Development*
Afshin Arian, DDS, *Dental Director (Interim)*
Tricia Schares, *Director Provider Relations*

Oklahoma Leadership
Lisa Gifford, *President*
Deren Flesher, DDS, *Dental Director*

Northeast Leadership
Anne Weeks, *President Northeast Region*
Susan Weiss, DDS, *Dental Director NY*
Harrison N. Rubinstein, DDS, *Dental Director NJ*
Nicole Mosca, *AVP Provider Relations*
Jeanette Sierra, *Manager Provider Relations*

National Medicare/Exchange Leadership
Nico Alvarez, *VP Medicare Operations*
Barry Major, *VP Network Services*
Phil Foti, *AVP Network Strategy & Development*
Ignacio Quiaro Von Thun, *Director, Network Strategy*
Philip Squatrito, DDS, *Dental Director, Medicare Advantage*
David Hotchkiss, *Director, Network Dev. (West)*
Brittany Davis Rogers, *Director, Network Dev. (East)*
Michelle Eubanks, *Director, Provider Relations*
OShellie Myers, *Director, DSO Relationships*

If you have comments or questions, please contact:
provider@libertydentalplan.com
LIBERTY Dental Plan
Provider Relations
340 Commerce, Suite 100, Irvine, CA 92602
<https://www.libertydentalplan.com>

California.....	P 800.268.9012/F 800.268.0154
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

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



Quarterly Directory Information Verification (DIV)

Verify your office information TODAY!

Keeping accurate provider directory information available to members is a priority here at LIBERTY. We know how busy your office is and have made it simple and easy to verify your directory information on a quarterly basis. Please take time over the next few days to go to the following LIBERTY Directory Information Verification (DIV) website at www.libertydentalplan.com/providerDIV and enter your Access Code to validate the information we have for your office is still correct. Using this online tool to verify your office information will help reduce the amount of mail and calls to your office.



We highly recommend that once you complete the verification, 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, as 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.

To get started:

- No registration is required.
- Go to www.libertydentalplan.com/providerDIV
- Enter your Access Code. (this number can be found in your LIBERTY Welcome Letter.)
- And either attest that your information is correct or communicate changes directly online!
- If you are unable to locate your Access Code contact us at:

Member Services: (888) 352-7924 for assistance




Annual Compliance & Training

Has your office submitted its Annual Compliance Attestation for 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.



How to Access the Modules: Training Modules are available on LIBERTY's website at the following link or by scanning the QR code below:

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



How to Access the Attestation – Download the Attestation below or by scanning the QR code:

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/Resources/Documents/ma_Provider_Compliance_Training_Attestation.pdf

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

Avoiding Patient Conflict

Conflicts will inevitably arise. Perhaps even more so in our current social environment. In a dental setting, causes can vary from unmet patient expectations, billing disputes, or when a patient isn't feeling respected. As dentists, we diagnose but we're required to read people too. For a new patient, we may get a better sense of them when we hear about their complaints and dental history. Like any business owner, we reserve the right to refuse to a customer, and that includes declining to treat a case.

We know that patients respond better when we ask open ended questions. From their answers we can summarize a treatment plan. After completing a comprehensive examination, the dentist can share the findings, plan a timeline, and discuss costs. It is here you can correct any unrealistic expectations and seek to find an understanding. Involve your dental assistants in this discussion. Your patients will often ask questions of them that they may be reluctant to ask you.



Once you've obtained the necessary signed consent forms, if there are unforeseen circumstances, you'll have the necessary and complete documentation to provide the evidence you'll need if a conflict arises. The entries should detail subjective issues, objective findings, diagnosis, and an action plan.

Practice within your comfort zone and refer to specialists where indicated. Practice appropriate communications to build trust and confidence. The patient chart is a legal document and should be used to verify your interactions in the event of a complaint. The rule of thumb is, if it isn't written down, it didn't happen.



LIBERTY Offers Providers Free Interpretation Services in 150 Languages

Please call LIBERTY's Member Service Department to schedule an onsite interpreter. This should be done at least one week in advance of the member's appointment to ensure interpreter availability. Because of high demand, LIBERTY recommends scheduling American Sign Language interpreters at least two weeks prior to the appointment to ensure interpreter availability.

Below are some tips when working with American Sign Language Interpreters:

- 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.
- In order to have a 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.

California: (800) 268-9012

Florida: (833) 276-0851

Nevada: (888) 700-06443

National: (888) 352-7924

Link: [CMS Language Services](#)

Our Value-Based Care Board

To help providers navigate the ever-changing industry, LIBERTY created an Industry First initiative by creating its Value-Based Care Board to govern its practices, innovation, and provider-centric focus. Our Board represents some of the industry's top thinkers and innovators including industry leaders, advocates, clinicians, educational deans, and scholars. Working together, their mission is to elevate LIBERTY's systems of care delivery. To do this we are championing new programs, transforming practices, identifying new patient populations, and improving provider operations overall.

Our esteemed Board members include:

- **Dr. John Featherstone**, Dean Emeritus of the School of Dentistry and Professor Emeritus of Preventive and Restorative Dental Sciences at the University of California, San Francisco
- **Dr. Jack Dillenberg**, Executive Clinical Director for Non-Profit Pacific Dental Services Special Needs Dental Clinic in Phoenix, AZ, and Dean Emeritus of A.T. Still University Arizona School of Dentistry & Oral Health
- **Dr. Joseph Errante**, Chief Dental Officer of PreViser Corporation and Vice President for Network and Clinical Strategies at Northeast Delta Dental
- **Nicholas I. Brecker**, Retired President of Anthem's Specialty Business division
- **Dr. Ana Mascarenhas**, Vice President of the American Association of Public Health Dentistry and Associate Dean of Research, Texas Tech University Health Center El Paso
- **Dr. Gregory Taddeo**, Chief Dental Officer at Community Healthcare Network, Inc.

(Continued on p. 6)

LIBERTY's Value-Based BRUSH™ Program

LIBERTY's Value-Based BRUSH™ Program represents a healthcare reimbursement delivery model that differs from the traditional fee-for-service model typically used in the health insurance market. LIBERTY's Value-Based BRUSH™ Program incentivizes providers based on individual services and/or procedures based on health assessment outcomes. Under LIBERTY's Value-Based BRUSH™ Program, providers are incentivized financially when the health of their patients improves, such as when a patient's incidence of dental disease decreases. LIBERTY's Value-Based BRUSH™ Program engages providers and patients to take an active role in ensuring the patients oral health while encouraging patients to establish a dental home and maintain regular checkups and preventive care appointments. Under this program, risks are assessed that could lead to more serious conditions if left untreated. More than dental health, studies show that preventive dentistry reduces the risk of even more serious health conditions, such as diabetes and heart disease.

This is
what our

Value-Based Care
Board has to say

about our
program

Dr. John Featherstone: "The incentive program places emphasis on managing disease and reducing the risk for future recurrences rather than just treating symptoms."

Nicholas Brecker: "LIBERTY's commitment to value-based care will transform public health and create healthier communities, reduce healthcare costs, and provide a higher quality of life."

Dr. Greg Taddeo: "I've worked with many dental programs over the years to achieve better quality outcomes. I believe LIBERTY's approach may one day be the model of the industry."

In 2021, LIBERTY expanded its Value-Based Program from pilot program to a national initiative called the BRUSH Program (Benefits and Rewards for Utilization, Services and Healthy outcomes). We were able to transition 50% of our child Medicaid offices to the BRUSH Program by the end of the year. Our goal is complete the transition in 2022.

LIBERTY's Team of Dental Directors

LIBERTY understands the demands of dental offices because we are a dentist-led organization: Meet our team!

Peter Fuentes, DMD: Chief Dental Officer



Before joining LIBERTY, Dr. Fuentes had clinical dentistry practice for 15 years. He owned and operated five multi-specialty dental offices in New Jersey. He also worked as a course instructor and member of the alumni admissions board at his alma mater, Johns Hopkins University.

Dr. Fuentes has been a thought leader in the adaptation of Teledentistry. He has been instrumental in developing programs utilizing Teledentistry for emergency use, outreach, and member engagement. His work has been recognized by New Jersey Monthly Magazine,

Consumer Research Council of America, and Latino America Who's Who as a Top Dentist.

Dr. Fuentes currently chairs LIBERTY Dental Plan's Clinical Advisory Board. He was recognized by Integrity House of New Jersey as the Gala Honoree for his work with narcotic addiction recovery and the role the dental field plays.

Dr. Rosie Roldan, DMD, MD: Vice President, Florida PR, Dental Wellness & Clinical Affairs



Dr. Roldan is a board-certified pediatric dentist and licensed physician with a focus in pediatrics and our VP of Florida Clinical Affairs and Dental Director of Florida. While that alone should be enough for anyone, how she got there is another story; while interviewing for residency programs as a dental school graduate from Temple University, she was invited into a unique program at the University of Texas at San Antonio where she would be the first – and for seven years, the only – candidate in their dual dentistry and medical program. This gives her a unique perspective and insight into LIBERTY's mission of whole health dentistry.

While on faculty at UTHCSA, she was recruited by Nicklaus Children's Hospital to develop and implement their Pediatric Dentistry Residency Program. While there she educated 38 pediatric dental specialists to serve as ambassadors across North America. She also increased access to underserved populations through her deployment of a mobile dental unit and incorporated community-based education for dentists and physicians and established infant-toddler and adolescent programs. She is licensed in Florida and Texas. Dr. Roldan has multiple publications in peer-reviewed journals and presentations in professional forums and maintains membership in the American Dental Association, American Board of Pediatric Dentistry, Florida Dental Association, and the American Academy of Pediatric Dentistry. She also holds a BS in Chemistry from University of Puerto Rico, Rio Piedras; a DMD from Temple University, an MD from University of Texas Health Science Center in San Antonio.



Cherag D. Sarkari, DDS, MDS: Dental Director, California

Dr. Sarkari joined LIBERTY Dental Plan of California in 2020 as the Dental Director responsible for clinical oversight, policy, and quality management bringing 27 years of experience in the dental industry as a provider, academic, administrator, and C-suite leadership.

Prior to coming to LIBERTY, Dr. Sarkari was CCO of a multi-state DSO with 65 locations.

Other accomplishments: Head of the DSO affiliated Professional Corporation overseeing 175+ providers; Dental Director of a Knox-Keene dental plan, serving on the QM Committee; he's a member of the California Association of Dental Plans (CADP) QMC; he received the Star Award from the NADP for contributions to the SNOMED/ICD; he chairs the Peer Review Committee; serves on the Ethics Committee and Oral Health task force for the ADA, CDA, and the Sacramento District.



Dr. Harrison N. Rubinstein, DDS: Dental Director, New Jersey

After completing his DDS in 2008, Dr. Rubinstein studied at a general dentistry practice residency at St. Luke's/Roosevelt Hospital Center. He worked as an associate dentist for 5 years. In 2014, he relocated to New Jersey and bought his own practice. Dr. Rubinstein joined LIBERTY Dental Plan in 2019 as a Staff Dentist. He became Dental Director in 2020.



Deren Flesher, DDS: Dental Director, Oklahoma

In addition to his private dental practice and numerous executive roles in dental organizations, Dr. Flesher cofounded a dental software company and acted as Dental Director for a multi-state long-term care facility DSO. As a longtime resident and member of the Oklahoma community, he has provided clinical care for Oklahoma Mission of Mercy and organizations such as Good Shepherd Ministries in Oklahoma City. He has also served the international community through mission trips and donating his services to those in

need abroad. Dr. Flesher is a graduate of Oklahoma State University and the University of Oklahoma College of Dentistry.



Philip Squatrito, DDS: Dental Director, Medicare Advantage

After a successful dental practice of 13 years, Philip Squatrito joined the LIBERTY team in 2020. First, as a Staff Dentist and then becoming Dental Director of Medicare. He is a Certified Quality Assurance Consultant by the C.A.D.P. and continues to advance his knowledge in dentistry through continuing education.

Born and raised in Staten Island, NY, he attended Wagner College and received his DDS in 2007 from Stony Brook University School of Dental Medicine before completing his General Practice Residency at the university hospital before moving into private practice.



Dr. Susan Weiss, DDS: Dental Director, New York

Her years of private practice combined with vast experience gained from various positions held in the dental insurance industry allow her to bring a depth of knowledge to her roles at LIBERTY. She's also a graduate of a 7-year Combined Degree Program in Dental Education from NYU and completed her General Practice Residency Program at the Manhattan Veterans Administration Hospital.

Dr. Weiss joined LIBERTY in 2018 as a Staff Dentist. In 2020 she became Dental Director.



Dr. Afshin Arian, DDS: Dental Director (Interim), Nevada

After achieving degrees at UC Irvine and Tufts Dental School in MA, and a year of advanced general dentistry at UCSF, Dr. Arian began his private practice in Las Vegas in 2000. With a determined passion for excellence in patient care, Dr. Arian continued his education with courses at prestigious institutions to extend and deepen his understanding of the science and keep pace with new advances in the field. Joining LIBERTY Dental

Plan in 2018, Dr. Arian currently serves NV Interim Dental Director and is an active member of the ADA and the Southern NV Dental Society.

The American Dental Association (ADA) has released the 2022 version of the Current Dental Terminology (CDT) Procedure Codes (Commercial). Effective as of January 1, 2022, these changes reflect new codes and associated reimbursement fees. The new CDT codes should be used when submitting claims to LIBERTY. These changes are applicable to LIBERTY's Commercial network with respect to Adult and Child members.

New CDT 2022 Codes for all LIBERTY Commercial Networks			
New Code	Description	Limitations	Crosswalk
D3921	Decoronation or submergence of an erupted tooth	Yes	Apply at same rate of D7251
D4322	Splint-intra-coronal: natural teeth or prosthetic	Yes, if D4320 is covered	Apply at same rate of D4320
D4323	Splint-intra-coronal: natural teeth or prosthetic	Yes, if D4321 is covered	Apply at same rate of D4321
D5227	Immediate maxillary partial denture-flexible base (including any clasps, rests and teeth)	Yes, if D5225 is covered	Apply at same rate of D5225
D5228	Immediate maxillary partial denture-flexible base (including any clasps, rests and teeth)	Yes, if D5226 is covered	Apply at same rate of D5226
D5725	Rebase hybrid prosthesis	Yes	Apply at same rate of D5720
D5765	Soft liner for complete or partial removable denture- indirect	Yes, and match D5740 and D5741	Apply at same rate of D5740 and D5741
D6198	Remove interim implant component	Yes, if D6012 is covered	Apply at same rate of D6012
D7298	Removable of temporary anchorage device [screw retained plate], requiring flap	Yes, if D7292 is a benefit	Apply at 50% of D7292
D7299	Removable of temporary anchorage device, requiring flap	Yes, if D7293 is a benefit	Apply at 50% of D7293
D7300	Removal of temporary anchorage device without flap	Yes, if D7294 is a benefit	Apply at 50% of D7294
D9912	Pre-visit patient screening	Yes	Add as a Plan Benefit and make inclusive of al Exam/Evaluation Codes D0120-D0191,D9310,D9410,D9420,D9430,D9440,D9450; Fee will be \$0