



# LIBERTY QUARTERLY

## Provider News

Volume 8, Q2 Spring 2022

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# The Provider Portal Revolution Is Here!



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## LIBERTY Honors One of Its Founding Members: Dr. Richard Hague, D.M.D., M.P.A.

Businesses, like any other human organization, are collections of people with personalities, drives, and abilities. For a company like LIBERTY, that society also includes clinicians, business experts, thinkers, innovators, artists, and many others that care about the work they do – and if we've chosen the right kind of people, they will care passionately. And as a dental insurance company, it's those passionate people that makes LIBERTY a different kind of company.



As we like to say, we're the one dental insurance company founded and lead by dentists. One of those seminal dentists – in fact, Number 4 on the list of original hires – is our Dental Director of Quality and Improvement, Richard Hague.

And now after a 20-year career at LIBERTY Dental Plan, intimately helping build our brand, vision, clinical perspective, and

reputation, Dr. Hague will be retiring from his full-time role.

As LIBERTY's Dental Director of Quality Management & Improvement, Dr. Hague was involved in training every Dental Director in LIBERTY's history. The shadow he has cast was a long one, through his clinical influence, his compassion and his heart as a person. Before arriving at LIBERTY, Dr. Hague already had already established a distinguished career as both a military dentist and Department Head. When he later moved into the private sector, he gained deep experience leading private dental groups and insurance concerns, leading all his endeavors into greater profitability and market share while building their reputations and practices in the clinical sphere.

At LIBERTY, Dr. Hague's clinical and industry knowledge helped us in our highly successful recruitment of panel providers. He developed and implemented policies and procedures as mandated by the Department of Managed Health Care and helped us secure a 100% compliance rating given by the Department.

Dr. Hague won't be stepping away completely from his duties at LIBERTY. He will remain with us as a part-time consultant to help us manage our future growth and expansion that he helped build. This is an important time in LIBERTY's history and we're glad Dr. Hague will remain a part of our future.

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### President, Chief Executive Officer

Amir Neshat, DDS

### Chief Dental Officer

Peter Fuentes, DMD

### California Leadership

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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

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Deren Flesher, DDS, Dental Director

### Northeast Leadership

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Susan Weiss, DDS, Dental Director NY  
Harrison N. Rubinstein, DDS, Dental Director NJ  
Nicole Mosca, AVP Provider Relations  
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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

### If you have comments or questions, please contact:

[provider@libertydentalplan.com](mailto:provider@libertydentalplan.com)

LIBERTY Dental Plan

Provider Relations

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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**

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

LIBERTY Dental Plan is accredited & certified by:



NCOA has reviewed & accredited LIBERTY's Credentialing & Utilization Management functions only. For complete details on the scope of this review, visit [www.ncoa.org](http://www.ncoa.org)



LIBERTY Dental Plan Corporation  
CA, NV, FL Medicaid & Exchange

# Verify Your Office Information

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](http://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.

## How to get started:

- No registration is required
- Go to [www.libertydentalplan.com/providerDIV](http://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

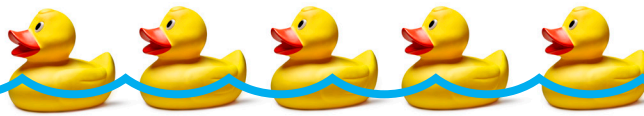


## Annual Compliance & Training

### 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.



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.

# EPSDT Benefits

Early and Periodic Screening, Diagnostic and Treatment

LIBERTY provides comprehensive, diagnostic and preventive dental services to eligible recipients up to the age of 20 or under the age of 21 years (based on state requirement); if the services are medically necessary to correct or better a defect, condition, or a physical or mental illness that exceeds the state's Medicaid benefit. This includes emergency, preventive and therapeutic services for dental disease that, if left untreated, may become acute dental problems or cause irreversible damage to the teeth or supporting structures.

Members have the right to EPSDT benefits that ensure children and adolescents receive appropriate preventive dental and specialty dental services. For all EPSDT covered services, prior authorization is required for any dental service that is not listed on the state Medicaid benefit schedule.

To verify eligibility for your LIBERTY members, you may log onto your provider portal, where you can verify eligibility and submit claims online. LIBERTY appreciates your participation, partnership and our mutual goal to provide your patients and our members the highest quality oral health care.

For more information, please contact our Provider Relations department at [provider@libertydentalplan.com](mailto:provider@libertydentalplan.com).



# Medicaid ID Reminder



LIBERTY would like to remind you of the requirement set forth in the **21st Century Cures Act 114 P.L. 255** which mandates that all Medicaid Managed Care network providers enroll, regardless of specialty, and maintain active status with their state Medicaid program. Providers that do not enroll in the program or maintain their enrollment, are at risk of being removed from the network.

Click on the links or scan the QR Codes below:

California



New York



New Jersey



Nevada



Florida





**A word from Rosa Roldan, DMD, MD, LIBERTY's Dental Director of Florida**  
Dr. Roldan is a pediatric dentist and licensed pediatric physician. Among the accomplishments she brings to LIBERTY's team of Dental Directors:

- developing and implementing a Pediatric Dentistry Residency Program for training Pediatric Dental Ambassadors for work throughout the country
- to increase access to underserved populations, she has been involved with expanding Mobile Dentistry programs
- building a system of community-based education for dentists and physicians
- established much-needed infant-toddler and adolescent dental programs



Remember that **active listening to patients** sends a message of respect and empathy. **It helps us build trust.** ”

Building trust, besides having clinical value, impresses patients and gives them confidence in you – it also helps in attracting new ones and retaining old ones.

This is what **active listening** looks like:

- facing your patient, making eye contact, and maintaining an open posture
- nodding frequently; offering “uh huhs” and “mm-hmms” and facial expressions that reinforce you're listening
- no sighing or other non-verbal signs of disinterest or boredom
- asking clarifying questions to make the patient comfortable that they're being understood
- giving feedback without judgment; with this, your patient knows they're being heard and gives them a chance to correct misunderstandings or mishearings

# Important Reminder

All members have the right to file a grievance or appeal. It is LIBERTY's responsibility to provide a response to that member's concerns. With the goal of conducting and completing an unbiased review, LIBERTY will request a copy of the member's full dental records. This allows your office to provide us with the facts and your opinions of the situation. We would like to remind you of the importance, and your contractual obligation, in providing member dental records in a timely manner when requested by LIBERTY's Grievance and Appeals Department.

## LIBERTY's Grievances & Appeals Process

# The Genius of LIBERTY's Providers' Portal

In Winter 2021, we implemented a major upgrade to our providers' portal: The result was a faster, better, stronger portal.

## What does this mean to you?

What you need most, when you need it: We've built in many improvements, efficiencies, and innovative enhancements – one enhancement alone brought 80 new features.

## The takeaway: Less administrative burden = Less staff time, less costs

- We improved the claim process – documents are accessible online at digital speed – in real time, not snail mail – and Prior Authorization and Referral Submissions are faster and more efficient with upgraded tools.
- Enhanced member search, including partial letters of last/first names or numbers to speed up searches; know immediately if a member is eligible to be seen
- Access an exportable member roster in Excel format
- No need to call us, wait, and explain: now, access to all the information you need that once was only available through our Call Center
- Within hours of a decision, you'll be able access documents via the portal
- See members' eligibility, history, utilization, and benefit information all in one place

## Smarter tools, user friendlier:

- Get documents in real time: Download directly from the portal; no snail mail: [Set it up here](#)
- Attach supporting documentation (x-rays and treatment information) directly to your claim
  - Convert prior authorizations to new claims with just a click
  - Validate annual compliance online and see immediate results
  - Your office's Directory Information, which needs to be validated every quarter, can be done online
  - Fee schedules, contracts, informational documents are all easily searchable, accessible, and organized into folders
  - Check claim status and receive real-time data
  - Correct errors made on claims without resubmitting entire batches which can bog down the process and slow payment. Resubmitted claims can now be presented individually, without interrupting the progress of others

Ultimately, we've created an environment that's much more efficient for accessing information and reimbursements. **If validation for these improvements can be related to provider use, portal utilization has gone up by as much as 900%.**

## How to get started:

- Go to <https://providerportal.libertydentalplan.com/> and set-up your new account; use the [Online Portal Guide](#) for assistance
- You'll need your Office Number and Access Code to register. These numbers can be found in your LIBERTY Welcome Letter or contact our Provider Relations Department for assistance at [provider@libertydentalplan.com](mailto:provider@libertydentalplan.com).
- All offices will need to register for a new account.

