

**Making members shine, one smile at a time™**



# **Orientation Overview**

## **For Participating Dentists and Staff**

# **California**



**Making members shine, one smile at a time™**

Office #: \_\_\_\_\_

Access Code: \_\_\_\_\_

Orientation Date: \_\_\_\_\_



# welcome

LIBERTY Dental Plan (LIBERTY) welcomes you as a network provider. We look forward to working together with you and your office staff. This guide has been prepared to assist you and your staff with the administration of the LIBERTY Program.

## Member Eligibility

We recommend that your office staff verify eligibility for each member prior to their appointment. A LIBERTY ID card does not guarantee eligibility. Real-Time member eligibility can be verified by visiting our website at [www.libertydentalplan.com](http://www.libertydentalplan.com) or by calling our Member Services Department at 800.268.9012, Monday through Friday, 8 am to 5 pm PST.

Dental offices participating in LIBERTY's capitation plans will receive a monthly eligibility roster during the first week of each month.

## DHMO - Capitation

Contracted DHMO network dentist's compensation consists of fixed monthly payments (capitation), member charges (co-payments) and procedural guarantee payments for specific plans. Monthly capitation payments are issued on the 20th day of each month and will reflect the members listed on the eligibility roster. Co-payment should be collected from the member at the time of appointment. For additional information regarding DHMO payment and eligibility, please contact our Member Services Department at 800.268.9012, Monday through Friday, 8 am to 5 pm PST, or use our Provider Portal.

## DHMO - Choice

Network Dentists are compensated on a set percentage of a Relative Dollar Value (RDV) schedule less applicable member copayment. Offices are encouraged to submit claims each month to ensure timely payment. For additional information regarding payment, please contact Member Services Department at 800.268.9012, Monday through Friday, 8 am to 5 pm PST.



## Encounter & Claims Submission

Network dentists are required to submit claims and/ or encounters to LIBERTY on a timely basis each month. To avoid delay in payments, we recommend that you submit within 45 days after treatment is completed. Claims or encounters may be submitted in one of the following ways:

- By submitting data electronically – **Payor ID CX083**
- By using LIBERTY's Provider Portal:  
<https://www.libertydentalplan.com/Providers/Provider-Self->
- By using a standard ADA form via Mail

**Mail paper claims to:** LIBERTY Dental Plan,  
Attn: Claims, PO Box 26110, Santa Ana, CA 92799

## Specialty Care Referrals

Services beyond the scope of a General Dentist may require a referral to a contracted LIBERTY Network Specialist. A Specialty Care Referral Request form can be obtained by visiting our Provider Portal at [www.libertydentalplan.com](http://www.libertydentalplan.com) or by contacting Member Services at 800.268.9012, Monday through Friday, 8 am to 5 pm PST.

## Quality Assurance

LIBERTY is committed to ensuring and optimizing high standards of quality. Our Quality Assurance Management Program oversees the quality of care administered by network dentists.





Areas of plan oversight include:

- Complaint and grievance review
- Utilization Management
- Accessibility monitoring
- Periodic onsite assessments of dental facilities
- Satisfaction surveys
- Credentialing and Re-Credentialing (NCQA Standards)
- Health promotion and preventive care
- Reporting results and implementing corrective actions

### Quality of Dental Care

LIBERTY's quality of care guidelines applies to all contracted network providers. Each contracted provider must have established protocols in place for the following:

- Patient confidentiality and protected health information (PHI) security to be maintained
- Documentation of medical and dental history
- Dental records
- Informed patient consent
- Personal protective equipment, face mask, gloves, barrier clothing
- Radiographs
- Continuity of care for maintaining good oral health
- Oral diagnosis and treatment planning procedures

### Patient Treatment Plan

Members should receive a written treatment plan and estimate of costs based on the member's explanation of benefits before treatment begins. A dentist may propose alternate treatment to a member including covered and non-covered services.

Treatment Plan Sequencing:

- Procedures for the relief of pain and discomfort, elimination of infection, irritations and trauma
- Treatment of active dental decay, necessary extractions, periodontal treatment, prophylaxis and oral hygiene instructions
- Final restorations and replacement of missing teeth
- Placement of an active recall system

Members may request a consultation with another network dentist for a second opinion to confirm the diagnosis and/or treatment plan. Dentists should refer these members to our Member Services Department at 800.268.9012 Monday through Friday, 8 am to 5 pm PST.

### Patient Access Standards

	Medi-Cal Dental	Other Programs
<b>Initial</b>	Within 28 days	36 business days
<b>Routine Care (non-emergency)</b>	Within 28 days	36 business days
<b>Preventive Care</b>	Within 28 days	40 business days
<b>Emergency Care</b>	Within 24 hours	
<b>Urgent Care</b>	Within 72 hours	
<b>After Hours/Emergency Availability</b>	24 hours a day, 7 days a week	
<b>Specialists</b>	Within 30 days from authorized request	
<b>In-Office Wait Time (for scheduled appointments)</b>	Not to exceed 30 minutes	
<b>Telephone Wait Time to Answer</b>	Within 30 seconds	
<b>Return Telephone Call</b>	Within 30 minutes	



### Member Grievance & Appeal Form

Members wishing to submit a grievance and appeal to LIBERTY should be provided with a Member Grievance & Appeal Form. The Form can be located by visiting our Provider Portal at [www.libertydentalplan.com](http://www.libertydentalplan.com) under the Provider tab then Provider Resource Library or by contacting Member Services at 800.268.9012, Monday through Friday, 8 am to 5 pm PST.

### Language Assistance

As part of the Language Assistance Program, LIBERTY offers interpreter services to dentists and their staff. To obtain assistance, please contact LIBERTY's Member Services Department at 800.268.9012.

### On-Line Services

LIBERTY offers 24/7 real-time access to information and tools through our secure online Provider Portal. Please visit [www.libertydentalplan.com](http://www.libertydentalplan.com) to register as a new user and/or login. Office's "Access Code" will be required to register and can be found on your LIBERTY Welcome Letter.

Following are a few of the features that can be utilized through our Provider Portal:

- Real-time member eligibility and benefit information, including status of annual maximum and deductibles
- Submission of claims and x-rays
- Submission of specialty care referrals
- Viewing of claim status, including adjudication results
- Automatic response to provider authorization requests

If you cannot locate your access code or need help with the login process, please contact our on-line administrator at 800.268.9012 for assistance Monday through Friday, 8 am to 5 pm PST or by e-mail at: [support@libertydentalplan.com](mailto:support@libertydentalplan.com).

### Changes to Office Profile

Office changes requiring notification to LIBERTY are:

- Address Updates - such as treatment and/or billing locations
- Tax Identification Number - include a copy of the signed IRS W-9 form
- New Dentists - require a completed and signed LIBERTY Credentialing application
- Ownership Change
- Telephone Number
- Fax Number
- Office Hours
- Language Proficiency

**Send profile changes to address below.**

### Contact Us

For Claims & Encounters:	For Profile Changes:	For General Inquires:
<b>LIBERTY Dental Plan</b> Attn: Claims PO Box 26110 Santa Ana, CA 92799	<b>LIBERTY Dental Plan</b> Attn: Professional Relations PO Box 26110 Santa Ana, CA 92799 <b>Fax: 800.268.0154</b>	<b>Call Member Services: 800.268.9012</b> Hours: M-F, 8 am to 5 pm PST <b>Email Professional Relations:</b> <a href="mailto:PRinquiries@libertydentalplan.com">PRinquiries@libertydentalplan.com</a> <b>Website:</b> <a href="http://www.libertydentalplan.com">www.libertydentalplan.com</a>

### Personalized Service

Our Network Managers are available to provide exceptional service. Please contact your assigned network manager when you have questions. Add a reply:

Name of Network Manager: \_\_\_\_\_

Office Phone: **800.268.9012** Extension: \_\_\_\_\_ Mobile Phone #: \_\_\_\_\_

Email: \_\_\_\_\_