



LIBERTY'S QUARTERLY NATIONAL PROVIDER NEWS



State of Nevada Selects LIBERTY Dental Plan of Nevada as state's provider for Oral Healthcare



Carson City, Nev. – National dental healthcare provider, LIBERTY Dental Plan of Nevada (LIBERTY), has accepted a two-year contract with Nevada Division of Health Care Financing and Policy to become the state's Medicaid provider for oral healthcare. The company

was awarded the contract in April of this year and the Board of Examiners, which includes Governor Brian Sandoval, Attorney General Adam Laxalt and the Secretary of State Barbara Cegavske, finalized the decision in August. With a team of over 70 employees in its Las Vegas office, and over 450 employees nationally, the company provides services to more than 3 million members nationwide.

"We're proud to have the opportunity to serve Nevadans, especially those who need it the most," said Dr. Amir Neshat, Founder and CEO of LIBERTY. "Our mission has always been to provide the best oral healthcare, while making it efficient and accessible."

LIBERTY has been serving Nevada communities for the last ten years, including plan participants from several major Nevada hotels, Medicare Health Plans and Labor and Trust organizations. Founded by dentist Amir Neshat, the company prides itself on providing the same level of quality benefits that private pay members receive to its government-sponsored underserved members. To accomplish this mission, Dr. Neshat has assembled a leadership team with over 200 years of combined experience in the dental industry. LIBERTY operates and lives by the slogan "Helping Members Shine – One Smile at a Time." Its philosophy is simple and has remained the same since its inception and that is to be committed to ensuring that its members receive quality, innovative and efficient dental benefits.

For more information on LIBERTY Dental Plan visit www.libertydentalplan.com/NVMedicaid.



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INTERNET ACCESS

libertydentalplan.com

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

PROFESSIONAL SERVICES

- Contracting
- Provider Education

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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.



Medicare Advantage Update

Did you know? In America, there are over 19 million members covered through a Medicare Advantage Program, and the number of covered eligibles is increasing by an average of 60,000 new members per month?

Urgent CMS Update - Enrollment as an “855i practitioner” will be required if you wish to continue treating the growing population of Medicare Advantage members.

If a dentist wants to continue as a contracted provider treating Medicare Advantage members, and intends to submit claims for services rendered, they must be enrolled as a “Practitioner” no later than March 2018 to be listed in a Medicare Advantage network directory. As of January 1, 2019, contracted dentists must have enrolled as “Practitioner” in Medicare to be eligible to receive claim payments for non-emergency services.



There are two ways to enroll for Medicare as a “practitioner”:

Online

For expedited processing, you may submit your 855i enrollment application or your conversion from 855o “ordering and referring” status to an 855i enrollment application electronically using the Internet-based Provider Enrollment, Chain, and Ownership System (PECOS) located at <https://pecos.cms.hhs.gov/pecos/login.do>

Mail

Use the CMS-855i paper application which is available at <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/CMS-Forms-List.html> on the CMS website

LIBERTY at the FDC 2017

LIBERTY Dental Plan's Provider Relations Department proudly represented LIBERTY at the Florida Dental Convention, June 22-24th, in Orlando.

LIBERTY's booth was decked in LIBERTY purple. A fun "spinning wheel" and raffle attracted many dental offices and their associates to the booth to "take a spin", ask questions about LIBERTY and meet the team.

The "spinning wheel" gave providers a chance to win several LIBERTY logoed items such as a back scratcher, tote, cell phone wallet or lip gloss. The raffle prize, Powerbeats3 Wireless In-Ear Headphones, was a hit!

Pictured below left to right: Lori Longerbeam (LIBERTY's North Florida Network Manager), the winner of our Powerbeats3 Wireless In-Ear Headphones raffle prize, Dr. Rick Harrison and his wife, Dr. William Kochenour (LIBERTY Dental Consultant), Betty Gilbert (LIBERTY Vice President, Provider Relations) and Ahyniela Acosta (LIBERTY West Florida Network Manager)



FDC 2017
Florida National Dental Convention

Prize giveaway for dentists

opportunity awaits you at booth 328
come and meet us!

- We have over 3 million members across the US
- 10 years of Medicaid experience
- Call and speak with a "live" Member Services representative immediately
- Our Member Services representatives are multi-lingual and can provide assistance in 150 languages through a translation service
- We cover: Employer Groups, Labor Unions, Medicare Members & Medicaid Members
- Over 90% of pre-authorizations processed within 7 days

Call and join today! 888.352.7924
www.libertydentalplan.com/providers

- Quick application process - we'll even help you
- Real time eligibility
- Secure online portal
- Talk directly to a licensed dental consultant
- Most claims paid within 15 days

Reminder about Credentialing

We would like to remind you LIBERTY requires that dentists rendering services to LIBERTY members be credentialed with LIBERTY. Any claim submissions from a non-credentialed billing or treating dentist may be pended or denied. To avoid a delay in the processing of your claim(s), please have all new associates (dentists) complete LIBERTY's provider credentialing process.

To become a LIBERTY provider, please follow these simple steps:

- ▶ Go to www.libertydentalplan.com
- ▶ Hover your mouse over the PROVIDER tab and click on Join Our Network
- ▶ Fill out the Provider Interest Form
- ▶ A Professional Relations team member will contact you



If you have any questions regarding the credentialing process, please contact Professional Relations at 888.352.7924.

Spore Testing

Spore testing or biological monitoring of sterilizers is required in many states and the Centers for Disease Control recommend that spore testing be performed on each sterilizer in your office on a weekly basis. For further guidance regarding sterilization procedures, please consult your state dental board and the CDC website www.cdc.gov.



Oral Health Cancer Screenings

Each year, more than 30,000 new cases of cancer of the oral cavity and pharynx are diagnosed and 8,000 deaths are due to oral cancer.

The 5-year survival rate for these cancers is only about 50%. LIBERTY recommends oral cancer screenings be conducted at every visit, as early detection is the key to increasing an individual's survival rate for these cancers.

Cultural Competency Corner



LIBERTY has worked arduously to develop a comprehensive and culturally inclusive program that will benefit both you as a provider and every member serviced within our networks. Below are some quick tips to ensure full compliance with LIBERTY's Cultural Competency Program:

Be sure to record the member's preferred language in their record

When a member with a preferred language other than English refuses interpretation services, document it in their chart

LIBERTY strongly discourages the use of friends, family and particularly minors as interpreters. To access telephonic interpreting services for LIBERTY members at no cost, please call **888.352.7924**.

Utilization Review

What to Expect

The utilization review process is designed to ensure that dental procedures reported on behalf of enrollees, by their dental office, are rendered consistent within the provisions of the benefit plan and the participating provider agreement.

As part of the contractual agreement dental benefit plans have with their employer groups, government programs and members, they are required to have a utilization review process. State regulators, CMS and Medicaid programs also have requirements for the dental benefit plans to have antifraud policies and procedures in place for all programs.

The utilization review process may begin with pre-authorization requirements, review of services after treatment is rendered and/or post-payment review. Concerns are generally related to patterns of over-or under-utilization of service identified through statistical analysis for peer groups, utilization data and/or dentist practice patterns. Identification of a concern can come from complaints and claims processing.

The utilization review is also designed to identify potential fraudulent billing patterns. Here is a list of the type of issues that may be identified:

- ▶ **Billing for services not rendered**
- ▶ **Intentional misreporting of procedures, dates of service, name of the treating dentist**
- ▶ **Deliberate performance of unnecessary and/or costly services**
- ▶ **Reporting a more expensive procedure than what was rendered (upcoding)**
- ▶ **Alteration of patient record**

Based upon the result of the analysis, the dental plan may decide it is necessary to review a sample of patient records to evaluate and validate patterns. The plan may request that patient records be submitted for review or that the dental office participate in an on-site or desktop review. If you are a contracted provider, it is likely the provider agreement with the plan required you to comply with these types of requests.

Because many dental offices have contacted their state dental associations for assistance, it is important that dentists understand the purpose of the utilization process.



HIPAA Alert

Compliance Program

LIBERTY Dental Plan is committed to establishing and maintaining its business operations in compliance with ethical standards, contractual obligations and all applicable statutes, regulations and rules, including those pertaining to federal CMS regulations (when applicable).

Protecting Patient Privacy in Open Areas

When you are talking to or about a patient, do you give much thought to who might be listening? While HIPAA does not require that all risk of possible disclosures be eliminated, dentist offices, clinics, health plans and other entities covered by HIPAA must have “reasonable safeguards” in place to avoid prohibited disclosures of protected health care information (PHI) and to limit incidental disclosures (disclosures that are unavoidable by product of an otherwise permitted disclosure).

Reasonable and appropriate safeguards must be in place to protect patient privacy even in the office.

LIBERTY recommends that you assess the potential risks to patient privacy and impacts on patient care in your open practice as well as any administrative or financial burden from implementing any safeguard as follows. Consider steps that other prudent health care professionals take to protect patient privacy. Examples that may be considered as reasonable safeguards include:



- ▶ Asking waiting patients to stand a few feet back from a counter used for discussing patient information
- ▶ Using cubicles, dividers, shields, curtains or similar barriers in an area where multiple patient-staff communications routinely occur
- ▶ Ensuring patient files are supervised or locked

Please be mindful of privacy rules and guidance. When speaking with a patient about information and/or instructions that are personal and should be private, keep in mind who might be listening and take care to have reasonable safeguards in place to avoid prohibited disclosures.

did you
know

LIBERTY provides online
training for Providers

New Business 3rd Quarter 2017

LIBERTY is pleased to announce that we have been selected to administer the Dental Benefits for the following new groups:

Effective 7/1/2017

California

Grimmway Enterprises, Inc. PPO
OSE
Idyllwild Arts Foundation
Muir Longboard Shop, Inc.
Adat Ari El
Oxnard Manor
Clare Foundation

Endeavor College Prep
Pinup Girl Clothing
Metric Machining
Equipoise Corporation
Ima Management, Inc.
Proactive Wellness
Westar Plumbing Company
Ronin Staffing, LLC

Precision Waterjet
Kehillat Israel Reconstructionist
Congregation
Brookfields Restaurant
Running Springs Water District

Nevada

ServPro of Northern Las Vegas

Effective 8/1/2017

California

Notarize 247, Inc.
Kitchen Management
California Economizer, Inc.
Evolve Dental Technologies
Teen Challenge of Southern
California

Promises2Kids Foundation
Plant Prefab
IV Med Services
MAHAMEDIP LAW, LLP
Golden State Medicare Health
Plan SLO
Mission Springs Water District

Mac's Equipment, Inc.
Airport Connection, Inc. dba
Roadrunner Shuttle
Hoblit Motors

Nevada

Calvary Chapel Spring Valley
Best Air Plumbing Repair

Effective 9/1/2017

California

Greer's Banner Air
Central Valley Shoring, Inc.
Summit Performance Group
Verdugo Tool & Engineering
New Directions, Inc.

Shasta Eye Medical Group
Future Ford Lincoln of Roseville
Future Nissan
Nissan of Folsom
Future Ford of Sacramento
Future Ford of Concord

Future Ford of Clovis
SunWest Foods
SunWest Milling

Nevada

Noggle Law PLLC

LIBERTY appreciates your participation, partnership and our mutual goal to provide your patients and our members the highest quality of health care.





Can You Communicate in the Same Language as Your Patients?

With over 3 million LIBERTY Dental Plan members, we are keenly aware that many of our members may speak languages other than English. This diversity of spoken language creates an opportunity for LIBERTY to partner with you to effectively communicate with your patients. Many clients require LIBERTY to offer no-cost interpreters for our members at the provider offices. Not all members are eligible for this service.

To request a telephonic, or, in some cases, a face-to-face interpreter for dental visits, call LIBERTY's Member Services Department at **888.352.7924** at least two business days prior to the patient's appointment. For eligible members, LIBERTY may arrange for telephonic interpreters 24 hours a day, seven days a week. To access telephonic interpreting services for members, please call **888.352.7924**.



Provider Satisfaction Survey

LIBERTY would like to thank all of the Providers who participated in our recent satisfaction surveys; we appreciate your valuable feedback. We strive to enhance the level of service you receive from us and appreciate your partnership to provide the highest quality of care to our members.

If you have any questions regarding this survey, please feel free to call our Professional Relations Department at **888.352.7924**.

