


ArchCare Senior Life (ArchCare) is a Program of All-Inclusive Care For The Elderly (PACE) Plan that provides members in need of nursing home level care with coordinated services and support. Eligible individuals reside in Bronx, Kings, New York, Richmond, Rockland and Westchester Counties. PACE members have coverage for essential dental benefits in accordance with New York State MMIS Guidelines.

RESOURCES AND GENERAL INFORMATION		
Provider Toll Free Number (Member Services Department)	(888)352-0215	
Provider Directory Search	Liberty Dental Plan: Find A Dentist	
Benefit Schedules	Provider Portal - Sign In Available for download in the Provider Portal	
Dental Home	Not Required	
Specialty Care Referrals	Not Required	
Coordination of Benefits	ArchCare/LIBERTY is always the payor of last resort. Should a member have dual coverage, providers should submit claims to their primary carrier <i>prior</i> to submitting to LIBERTY.	
ID Card	Members have a separate LIBERTY Dental Plan identification card 	
Grievances & Appeals	Provider grievances and appeals must be in writing and mailed to: LIBERTY Dental Plan Attn: Grievance & Appeals Department PO Box 26110 Santa Ana, CA 92799-6110	
Topic	Provider Grievances	Provider Appeals
Filing Limitation	180 calendar days	90 calendar days
Acknowledgement	15 calendar days	15 calendar days
Resolution	30 calendar days	30 calendar days
Plan request more info.	60 calendar days	60 calendar days