



LIBERTY QUARTERLY PROVIDER NEWS

Confronting the Opioid Crisis



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 every week.

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 people die from oral cancer. The 5-year survival rate for these cancers is only about 50%.

LIBERTY Dental Plan (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.



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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

TOLL FREE TELEPHONE:

California: 800.268.9012
Florida: 888.352.7924
Nevada: 888.700.0643
New York: 833.276.0853
All other States: 888.352.7924

TOLL FREE FAX:

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Nevada: 888.401.1129
All other States: 888.401.1129

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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.

Addicted to Pain

American Lives Under Opioid Crisis

Review of many recent articles regarding the opioid crisis has led regulatory agencies to consider appropriate recommendations to reduce the number of opioid-related deaths throughout the United States. Managing the opioid crisis will require a multi-faceted approach. This begins with provider education to include proper selection of pain medication of appropriate quantities, along with patient screening and counseling. In addition to the efforts of dental and pharmacy boards, benefits carriers have responsibilities to prevent and cure opioid addiction. To that end, LIBERTY offers the following analysis for our providers' consideration.

The average American certainly would not typically think this reported opioid crisis would affect them or anyone they know. However, every day, more than 115 Americans die after overdosing on opioids. The misuse of an addiction to opioids—including prescription opioids, heroin, and synthetic opioids such as illicitly manufactured fentanyl—is a serious national crisis that affects public health as well as social and economic welfare.

Recent studies show thousands of Americans have died from opioid overdoses. Every year, an estimated two million Americans abuse prescription opioid drugs, heroin and now fentanyl.

The U.S. Department of Health Human Services (HHS) has called this issue a public health crisis with devastating consequences including increases in opioid misuse and related

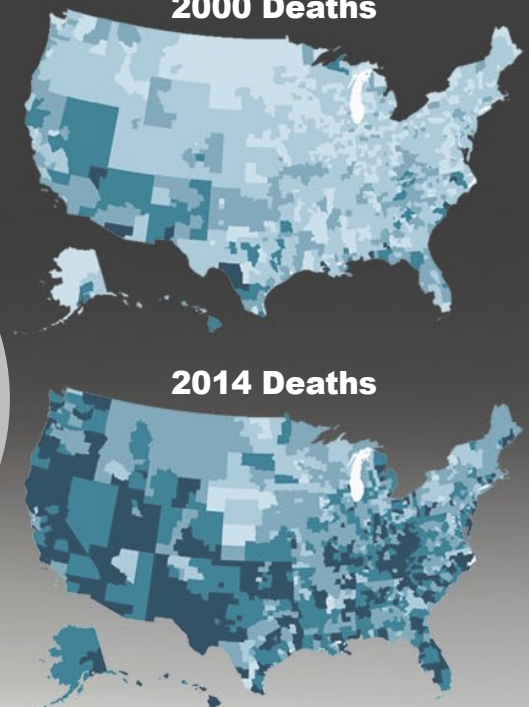
overdoses, as well as the rising incidence of neonatal abstinence and withdrawal symptoms due to opioid use and misuse during pregnancy.

HHS, along with the American Dental Association, is asking the dental community to take an active role in combating the opioid crisis. Many states now require dentists to consult a prescription drug monitoring program (PDMP) before prescribing a controlled substance. PDMPs are statewide databases that track the dispensing of controlled substances. This program gives health authorities timely information about prescribing and patient behaviors that contribute to the epidemic and facilitate a rapid and focused response. The PDMPs are promising tools for health care providers to see patients' prescribing histories and to help guide their prescribing decisions.

Opioid Risk Screening Tool: <https://www.drugabuse.gov/sites/default/files/files/OpioidRiskTool.pdf>

"Deaths of despair" for white non-Hispanics
Ages 45-54, by county

2000 Deaths



2014 Deaths

Depression is the underlying symptom

Every day
115
Americans die
of an opioid
overdose



Compliance Program

HIPAA

*Health Insurance
Portability and
Accountability Act*

LIBERTY 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 Centers for Medicare and Medicaid Services (CMS) regulations (when applicable). We ask that LIBERTY providers take reasonable precautions to guard patients' Protected Health Information (PHI), and offer the following suggestions for your practice to maintain compliance.

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 PHI and to limit incidental disclosures (those that are unavoidable byproduct 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 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 and incidental disclosures.



Cultural Competency Corner

LIBERTY recognizes the importance of serving members in a culturally and linguistically appropriate manner. Increasing cultural competence empowers health care providers to be respectful and responsive to the health beliefs, practices, and cultural and linguistic needs of our diverse patient base.

LIBERTY has created a **Cultural Competency Provider Training** resource to help you and your staff increase your cultural awareness. We feel such trainings ensure the needs of culturally diverse populations are being met. In some areas, this training is required. However, LIBERTY believes offering this resource to all our providers will help them with the variety of cultural concerns they face in today's dental office.

The goals of this training are to:

- Provide guidelines to communicate successfully about health care across social boundaries
- Build understanding and trust between provider and patient
- Work with patients to develop effective and culturally relevant treatment plans

Even if a provider does not speak a patient's preferred language, he or she can take steps to ensure successful patient provider communication and sensitivity to how various cultures face health care decisions. Doing so will reduce the risk of misunderstandings.

You may find the **Cultural Competency Provider Training** in the **Provider Portal** or by following: <https://www.libertydentalplan.com/Providers/Cultural-Competency-Provider-Training-1.aspx>.



Did you Know?

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**

Provider Directory Validation

Recent changes to state and federal law require LIBERTY to actively verify and maintain the accuracy of our provider directories, which are available to members and the general public.

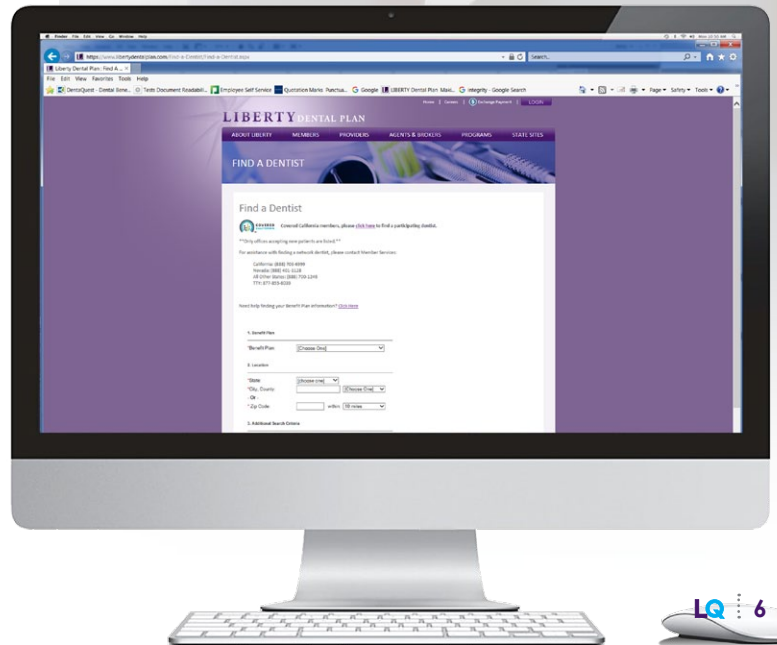
Accordingly, so you can be included in our provider directories, we ask you to verify every quarter that the information we have on file for you is accurate.

Not only is it important to keep provider data as current as possible, it's the law.

Notify LIBERTY immediately about:

- A dentist joins or leaves your office
- Your office has an address change
- Your office has a TIN change
- Your office has any billing address changes
- Your office hours change
- The languages spoken in your office change
- Whether you are accepting new members
- Plans or programs your office currently accepts

If you have any questions or need to update your provider profile, please contact LIBERTY's Professional Relations Department via fax at **714.389.3520** or email us at directoryupdate@libertydentalplan.com.



Sign Up to be a California Caries Risk Provider



Within California's Medi-Cal 2020 Waiver, the Dental Transformation Initiative (DTI) represents a critical mechanism to improve dental health for Medi-Cal children by focusing on high-value care, improved access, and utilization of performance measures to drive delivery system reform. More specifically, this strategy aims to increase the use of preventive dental services for children, prevent and treat more early childhood caries, and increase continuity of care for children. Domain 2 of the DTI focuses on providers in the eleven (11) selected pilot counties, including Sacramento. Providers in Sacramento County are eligible to receive incentives for performing pre-

defined treatment plans for children based upon the beneficiaries' risk assessment. As Dental Managed Care providers, LIBERTY's providers are included in this Domain 2 incentive program.

The goals are to:

- Diagnose early childhood caries by using Caries Risk Assessments (CRA) to treat it as a chronic disease
- Introduce a model that proactively prevents and mitigates oral disease by delivering preventive services in lieu of more invasive and costly procedures (restorative services)
- Identify the effectiveness of CRA and treatment plans for children ages 6 and under

How To Participate in Domain 2 Pilot – Caries Risk Assessment

Step 1: Enroll in and complete the CDA Treating Young Kids Everyday (TYKE) Caries Risk Assessment (CRA) course:

<https://ebusiness.cda.org/ebusiness/ProductCatalog/Product?ID=8508>.

Then submit course completion certificate to the Department of Health Care Services to enroll in the pilot.

Step 2: Read & fill out the Provider Opt-In Attestation Form:

<http://www.dhcs.ca.gov/provgovpart/Documents/Domain%202%20Provider%20Opt-In%20Attestation.pdf>

Step 3: Mail or email completed form & copy of CDA TYKE CRA course completion to:

Medi-Cal Dental Program Provider Enrollment
P.O. Box 15609, Sacramento, CA 95852-0609

Denti-CalEnrollmentDept@delta.org

Step 4: Review the Domain 2 Webinar Training Presentation to ensure full understanding of pilot and billing process.

In Order to Bill:

For LIBERTY providers, please continue filling out and submitting claims directly to LIBERTY. LIBERTY will process the claims and pay according to our current contractual agreement, and the State will take this information and pay you directly for Domain 2. LIBERTY submits your claims data to the State every month, and the State utilizes that claims data to determine and disburse any payments due under Domain 2. LIBERTY will pay you as usual for standard claims payments, and the State will pay you directly for your Domain 2 participation.

Additional provider resources can be found on the Domain 2 webpage under Additional Resources: http://www.dhcs.ca.gov/provgovpart/Pages/dtidomain_2.aspx and <http://www.dhcs.ca.gov/provgovpart/Pages/dti.aspx>

After Hours Care

The American Dental Association (ADA) Principles of Ethics and Code of Professional conduct states "Dentists shall be obliged to make reasonable arrangements for the emergency care of their patients of record." In most cases, the patient is best served by the treating dentist, by someone who works with the treating dentist or by another dentist in the community who is or may easily become familiar with the patient's treatment history. A patient injured as a result of inadequate after-hours coverage may allege that the treating dentist, facility or both abandoned them. To reduce the risk of potential liability, the office is professionally responsible to provide coverage.



Acceptable After-Hours Methods include:

- An answering machine with an emergency telephone number to directly contact the dentist or a participating provider in your office, or a dentist "on call" to cover your emergencies
- An answering machine outgoing message may refer patients to a hospital emergency room for after-hours care for "life threatening" or "medical emergencies" or for patients who have not been treated in the office before
- An answering service with live representatives who can reach the dentist on call
- Offices must not require patients to leave a message via a recorded service or an answering machine; there should be a direct phone number to contact the on-call dentist, or the emergency calls should be answered by a live representative
- A member who is a patient of record in your practice, or is assigned to your office as their primary care dental facility, should expect to receive a call back in a reasonable time frame – generally, 1-3 hours
- Patients with true dental emergencies should be seen within 24 hours or sooner if medically indicated

If you have any questions regarding the standards for After-Hours Accessibility, please contact our Professional Relations Department at **888.352.7924**.



Treatment Plan

Informed Consent

Informed consent guarantees each person the right to refuse treatment, consent to treatment, and withdraw consent to treatment. Consent may be implied or expressed. Implied consent is usually ascertained by the patient's actions – as with the patient who opens his or her mouth for an examination; expressed consent may be oral or written. To remain in compliance, the dentist should be certain the patient has consented to the procedure, confirming their consent in writing. For consent to be properly informed, the dentist must give the patient the following information:

- The diagnosis or problem noted
- Nature and purpose of the proposed treatment
- The treatment alternatives available (not just the ones the dentist provides)
- The likely consequences of not having the treatment
- The cost of each option

For your convenience, informed consent forms can be found at: <https://www.libertydentalplan.com/Providers/Provider-Resource-Library.aspx>

Additional Recommendations

The patient record should contain statements that identify the immediate need or chief complaint as presented by the patient; and, other than for emergency or single-appointment situations, the overall condition of the teeth and supporting structures.

EXAMINATION RECORD

Name: _____ Birth date: _____ Examination date: _____ Medical alerts: _____ Account number: _____

CLINICAL DATA

General condition of teeth: _____ Stains: _____ Abrasions: _____
 Plaque: _____ Contact points: _____
 Condition of present restorations: _____ Cheeks: _____ Lips: _____
 Overhangs of the floor of mouth: _____ Tongue: _____ Excessive: _____ Oral cancer exam: _____
 Palate: Hard _____ Moderate _____ Neck _____ Occlusion: _____ Fees: _____
 Fremum: _____
 Calculus: Slight _____
 TMJ: _____ Services necessary: _____

Tooth: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32

X-rays: _____
 Date: _____
 Diagnostic models: _____
 Date: _____
 Photograph: _____
 Clinical exam: _____
 Vitality test: _____
 Blood pressure: _____
 Health Alerts: _____

