

PATIENT'S CHART & X-RAYS
FL MEDICAID

24-HR EMERGENCY ACCESS
FLU SEASON IS HERE



LIBERTY DENTAL PLAN

VOLUME 4, Q4 | WINTER 2018

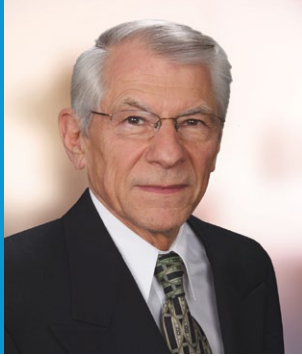


LIBERTY QUARTERLY PROVIDER NEWS

A close-up, artistic photograph of dental instruments, including a pair of forceps and a dental mirror, set against a blue-tinted background. The instruments are metallic and highly reflective.

New CDT Codes Announced for 2019

The Dental Office Own Patient's Chart & X-rays



By Dr. Richard Hague

The information in the dental record should primarily be clinical in nature. The record includes the patient's basic personal information. The dental team should be meticulous and thorough in the dental office record-keeping tasks. All information in the dental record should be clearly written, and the person responsible for entering new

information should sign and date the entry. The information should not be ambiguous or contain many abbreviations. In practices with more than one dental practitioner, the identity of the treating practitioner should be clearly noted in the record. All entries in the patient record should be dated, initialed, and handwritten in ink and/or computer printed. Although no specific color of ink is required, any copy of the record should be easy to read. Handwritten entries should be legible.

The dental record contains personal and dental treatment information generated by the practice. The original documents of the record are owned by the dental practice, with the dentist of the practice considered to be the legal guardian. The patient can have access to, and request copies of, this information at any time, even if they have a monetary balance with the practice. The original documents must remain with the practice and the requested copies must be sent within a reasonable time frame. Should the patient move or change to a different dental practice, copies should be forwarded. A cost-based fee can be charged to cover the copying and postage and could be regulated according to limits set by the state.

The dentist owns the patient's dental record as they have ordered the treatment and diagnosed the findings. Patients cannot have or keep their original record, but they have the right to review and request a copy of their record components. Knowing this, professionals must only use factual statements when documenting treatment, correspondence, etc.

(Continued page 3)



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INTERNET ACCESS

libertydentalplan.com

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

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California:	800.268.9012
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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.

The Dental Office Own Patient's Chart & X-rays *(Continued)*

A dentist cannot refuse to release any portion of a patient's record because of an outstanding financial account, especially if another dentist is requesting the information or the patient is transferring to another practice for care. At all cost, any interruption in patient care should be avoided.

Radiographic images are a vital component of a patient's clinical record and only a licensed dentist can interpret them. When radiographic images are obtained, the patient is paying for the interpretation of the image(s) and not the actual film itself. Therefore, in most states, dentists typically maintain ownership of patient radiographs. When working with insurance carriers, submit only x-ray copies if the office does not use clearinghouses for claims submission.

Original records are never to be released, including radiographs, to any party. No matter how formal a request for the originals may seem, only copies should be sent. The one exception to this rule is Subpoena Duces Tecum, which requires that the dentist or representative present original records to a court of law.

A properly documented record is the best defense against malpractice litigation. Every member of the dental team is equally responsible for recording pertinent facts about a patient's visit on the chart. Every member of the dental team is also responsible for protecting and securing all vital patient information. While the ultimate responsibility resides with the owner dentist(s), all the dental office professionals must be trained to understand the federal and state laws.



What Determines Medical Necessity for Medicaid Orthodontics?

By Dr. Richard Hague

"Medically Necessary Orthodontic Services," as defined by each State's Medicaid Dental benchmark plan, means orthodontic services to help correct severe handicapping malocclusions caused by craniofacial orthopedic deformities involving the teeth.

Orthodontic benefits are limited to those services that are medically necessary as evidenced by a severe and handicapping malocclusion, for members under the age of 19-21 (depending on the state's age requirements). Orthodontic procedures are a benefit only when the quantitative, objective method for measuring malocclusion, Handicapping Labio-Lingual Deviation (HLD) Index, meets a minimum score of 26-28, or meets one or more of the automatic qualifying conditions.

(Continued page 4)

What Determines Medical Necessity for Medicaid Orthodontics? *(Continued)*

All orthodontic services require prior authorization. No benefit payment will be made if the treating dentist does not obtain a prior authorization before performing services.

In order to be considered for benefits, the claim for prior authorization of orthodontic services must include all required information. If all the necessary information is not included, the claim will be disallowed indicating no benefit determination can be made until all required information is received.

Claims must be corroborated by the required state's Medicaid Manual documentation, OR meets one or more of the following automatic qualifying conditions:

- Cleft Palate
- Deep Impinging Overbite
- Anterior Impactions
- Severe Traumatic Deviations
- Overjet greater than 9 mm
- Severe Maxillary Anterior Crowding, greater than 8 mm



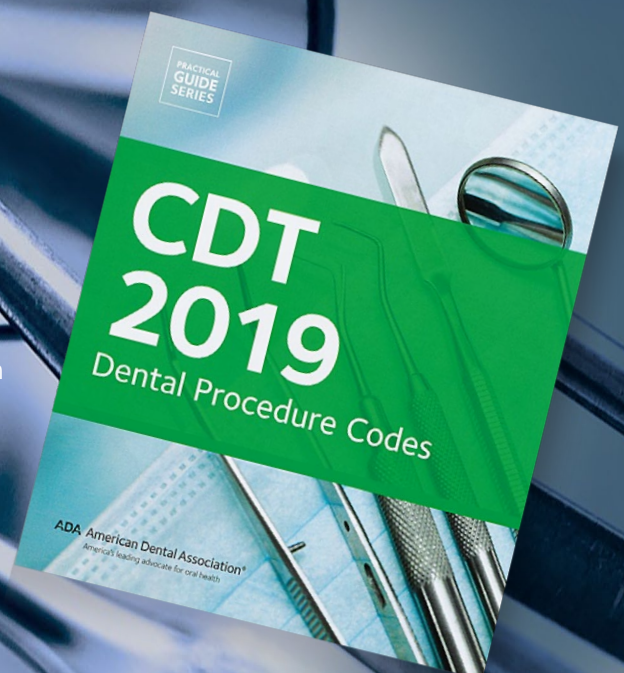
The doctor should perform a comprehensive orthodontic assessment based on the payer's requirements. Radiographs and photographs (such as cephalometric images, panoramic radiographs, and intraoral and extraoral radiographs) and Handicapping Labio-Lingual Index form (HLD) should be taken to support the need for treatment.

Remember, medical necessity and orthodontic treatment do not go hand in hand. About 85 percent of orthodontic treatment is considered esthetic in nature, and not medically necessary. When submitting claims for medically necessary cases, be sure to enclose all the documentation needed to support the necessity of the treatment.

CDT 2019 Dental Procedure Codes Updates

The American Dental Association (ADA) has released the 2019 version of the Current Dental Terminology (CDT) Procedure Codes. Effective January 1, 2019, current CDT codes should be used when submitting claims for LIBERTY's non-Medicaid programs.

The codes that LIBERTY Dental Plan may provide benefits for are listed on the following page.



New CDT 2019 Codes for all LIBERTY Commercial Risk DHMO/EPO and CAP Plans

New Code	Description	Determination
DIAGNOSTIC		
D0412	Blood glucose level test – in-office using a glucose meter	This will be added to commercial plans that cover D0411. Patient copay/provider reimbursement same as D0411.
PREVENTIVE		
D1516	Space maintainer – fixed – bilateral, maxillary	This will be added to all plans that cover D1515. Patient copay/provider reimbursement same as D1515.
D1517	Space maintainer – fixed – bilateral, mandibular	This will be added to all plans that cover D1515. Patient copay/provider reimbursement same as D1515.
D1526	Space maintainer – removable – bilateral, maxillary	This will be added to all plans that cover D1525. Patient copay/provider reimbursement same as D1525.
D1527	Space maintainer – removable – bilateral, mandibular	This will be added to all plans that cover D1525. Patient copay/provider reimbursement same as D1525.
PROSTHODONTICS (REMOVABLE)		
D5282	Removable unilateral partial denture – one-piece cast metal (including clasps and teeth), maxillary	This will be added to all plans that cover D5281. Patient copay/provider reimbursement same as D5281.
D5283	Removable unilateral partial denture – one-piece cast metal (including clasps and teeth), mandibular	This will be added to all plans that cover D5281. Patient copay/provider reimbursement same as D5281.
ADJUNCTIVE GENERAL SERVICES		
D9613	Infiltration of sustained release therapeutic drug – single or multiple sites	This will be added to all plans that cover D9610 and/or D9612. Patient copay/provider reimbursement same as D9612.
D9944	Occlusal guard – hard appliance, full arch	This will be added to all plans that cover D9940. Patient copay/provider reimbursement same as D9940.
D9945	Occlusal guard – soft appliance, full arch	This will be added to all plans that cover D9940. Patient copay/provider reimbursement same as D9940.
D9946	Occlusal guard – hard appliance, partial arch	This will be added to all plans that cover D9940. Patient copay/provider reimbursement same as D9940.

FL Medicaid

Serving the Sunshine State



By Betty Gilbert

LIBERTY is now serving Medicaid-recipient children and adults in Florida.

Last June, the Florida Agency for Health Care Administration (AHCA) published its Notice of Intent to award a Florida Medicaid Statewide Dental Plan Contract to LIBERTY Dental Plan of Florida, Inc. Effective December 1, 2018, LIBERTY became one of three dental plan administrators serving approximately 3.4 million Medicaid recipient children and adults enrolled throughout the state.

LIBERTY provides initial orientation and training to all new offices. For Florida Medicaid dental providers, there are three free scheduled webinars in the month of January 2019. There are also free All-Regions Follow-Up webinars scheduled from February to December 2019.

Webinar registration required.

LIBERTY Dental Plan of Florida Provider Webinars



Join Us Online for Florida Medicaid Program Provider Webinar Training

We'll introduce you to the new Medicaid Program, discuss provider filing requirements and address commonly asked questions. Provider webinar training sessions are being conducted a month prior to each regional rollout.

Webinar Training Overview:

- Member Transfers
- How to Submit a Claim
- LIBERTY Referral Process
- Provider Web Portal Update
- Speak to LIBERTY's Professional Relations Team



Questions? Call: 888.700.0643 or email inquiries@libertydentalplan.com

Better dental care, better health, better life



Making members shine, one smile at a time™
www.libertydentalplan.com/FLMedicaid

Please select the date and time that best fits your schedule.

Online Webinar Training Schedule			
Phase 1 Webinars: Regions 9, 10 & 11			
Counties: Indian River, Martin, Okeechobee, Palm Beach, St. Lucie, Broward, Miami-Dade and Monroe			
		AM (EST)	PM (EST)
TUE	11/6/18	9:30-11:00	12:30-2:00 - 3:00-4:30
WED	11/7/18	9:30-11:00	12:30-2:00 - 3:00-4:30
THU	11/8/18	9:30-11:00	12:30-2:00 - 3:00-4:30
Phase 2 Webinars: Regions 5, 6, 7 & 8			
Counties: Pasco, Pinellas, Hardee, Highlands, Hillsborough, Manatee, Polk, Brevard, Orange, Osceola, Seminole, Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota			
		AM (EST)	PM (EST)
TUE	12/4/18	9:30-11:00	12:30-2:00 - 3:00-4:30
WED	12/5/18	9:30-11:00	12:30-2:00 - 3:00-4:30
THU	12/6/18	9:30-11:00	12:30-2:00 - 3:00-4:30
Phase 3 Webinars: Regions 1, 2, 3 & 4			
Counties: Escambia, Okaloosa, Santa Rosa, Walton, Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington, Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union, Baker, Clay, Duval, Flagler, Nassau, St. Johns, and Volusia			
		AM (EST)	PM (EST)
TUE	1/8/19	9:30-11:00	12:30-2:00 - 3:00-4:30
WED	1/9/19	9:30-11:00	12:30-2:00 - 3:00-4:30
THU	1/10/19	9:30-11:00	12:30-2:00 - 3:00-4:30
All Regions Follow-Up: FEB 2019 - DEC 2019			
		AM (EST)	PM (EST)
TUE	2/5/19, 3/5/19, 4/2/19, 5/7/19, 6/4/19, 7/9/19, 8/6/19, 9/10/19, 10/1/19, 11/5/19, 12/3/19	N/A	12:30-2:00
Instructions for Webinar Connection Sign-In:			
1	Login to: www.libertydentalplan.com 15 min before your scheduled session, then:		
2	Click on Providers		
3	Select FL Medicaid Webinar on the left		
4	Register (fill out your name and address information) then click Submit		
5	Enter meeting number (access code): 629 982 056		
6	Enter password: LDPFL		
Instructions for Audio Connection:			
1	Connect audio by dialing: 1-510-338-9438		
2	Enter access code or meeting number: 629 982 056		
3	Press # to continue		

Quality Assurance Reviews

LIBERTY's Quality Assurance Program is focused on ensuring members receive quality of care and services. LIBERTY monitors the integrity of the network by conducting Quality Assurance Reviews of participating provider offices. Below are two of the highest-noted deficiencies identified during procedural (chart) and structural (office) reviews:

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.



30,000
new cases
8,000
deaths

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.

24-Hour Emergency Access and Urgent Appointments



24-Hour Emergency Access

As a reminder, when you receive our directory verification form, the "Emergency Access" section references your ability to provide access to emergency care including after hours. Check the box to indicate you meet the requirement if:

- Your office has an after-hours call center
- You have a voice message telling patients how to get emergency care (including how to contact another provider who has agreed to triage, screen by phone, or deliver emergency care)

Urgent Appointments

An urgent appointment should be offered within 72 hours of the request. Check the box to indicate you meet the requirement if:

- You are making these appointments within 72 hours of the request
- You have an after-hours call center
- You have a voice message telling patients how to get urgent care (including how to contact another provider who has agreed to triage, screen by phone, or deliver urgent care)

Flu Season is Here

The Centers for Disease Control and Prevention (CDC) encourages a yearly flu vaccine as an important step in preventing influenza and its complications. While the vaccine may not completely protect against all flu viruses, studies indicate that even if someone gets sick after being vaccinated, the illness may be milder.

LIBERTY encourages its providers to talk to members about the importance of the flu vaccine, along with other preventive measures such as frequent handwashing, limiting close contact with sick people, and disinfecting all surfaces that may be contaminated with influenza and other microbes.

For more information, visit the CDC's website at <https://www.cdc.gov/flu/consumer/prevention.htm>.



Confronting the Opioid Crisis

Dental carriers and providers can play a role in reducing opioid addiction and death

In response to the number of opioid-related deaths throughout the United States, regulatory agencies and professional associations are asking the dental community to take an active role in combating the opioid crisis. An effective, multifaceted approach begins with provider education, including proper selection of pain medication in appropriate quantities, backed by patient screening and counseling. In addition to the efforts of agencies and dental associations, benefits carriers have a role in preventing and curing opioid addiction as well. LIBERTY offers the following analysis for our providers' consideration.

Most Americans don't usually think the opioid crisis will affect them directly. But every day, more than 115 Americans die from opioid overdoses. And most of us don't think there's a relationship between the opioid crisis and dentistry. But HHS, along with the American Dental Association, is asking the dental community to take an active role in combating the 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.

The ADA's 2018 Policy on Opioid Prescribing sets forth the dental association's positions on mandatory continuing education in prescribing opioids; statutory limits on opioid dosage and duration; and state prescription drug monitoring programs. It is available at: <https://www.ada.org/en/advocacy/current-policies/substance-use-disorders>

Opioid Risk Screening Tool: [click here](#)

Source: National Institute on Drug Abuse; National Institutes of Health; U.S. Department of Health and Human Services.

Every day
115
Americans die
of an opioid
overdose

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, please call **888.352.7924**.

Dental Records Availability

LIBERTY Dental Plan's (LIBERTY's) contracted dentists must make available to the Plan, upon request, copies of all member records. All records obtained will be handled only by staff authorized to review dental information and evaluate the delivery of dental care. Dental records may be requested for:

- Routine chart review
- Grievance resolutions
- Appeal resolutions
- Second opinions
- State/federal compliance
- To help a member understand recommended treatment and co-payments

A LIBERTY contracted dentist is obligated to make records available to the Plan at no cost and within the allotted timeframe instructed. Non-compliance may result in disciplinary actions, up to and including transfer of enrollment or closure to new enrollment. Continued non-compliance may result in termination by the Plan.

Member Dental Records

Member dental records must be kept and maintained in compliance with applicable state and federal regulations. Copies of complete dental records for active and/or inactive patients must be accessible for at least 10 years, even if the facility is under new ownership or is no longer under contract.

Dental records must be comprehensive, organized and legible. All entries should be in ink, signed and dated by the treating dentist or other licensed health care professional who performed services.



iTRANSACT  Provider Portal

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:**

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



Provider Compliance Training

As a participating provider who sees Medicare and/or Medicaid members under LIBERTY's benefit plans, you are required to comply with The Centers for Medicare and Medicaid Services' (CMS) training requirements. These requirements include General Compliance, Fraud, Waste and Abuse, Code of Conduct, Cultural Competency & Critical Incident Trainings.

These trainings, along with our Code of Conduct, are posted on our website. Completion of these courses will meet the current CMS training requirements.

Please follow the steps listed below to access these trainings:

- Go to www.libertydentalplan.com
- Click on Providers at the top of the page
- Click on each of the trainings on the left:
 - Critical Incident Training
 - Cultural Competency Provider Training
 - General Compliance Training
 - Fraud Waste & Abuse
 - LIBERTY Dental Plan Code of Conduct
- Complete all required information in each training
- Complete the survey at the end and click **SUBMIT**

We are providing an attestation for you to sign and return to LIBERTY acknowledging completion of these trainings for each provider in your office. The attestation is available at the following link: <https://www.libertydentalplan.com/Resources/Documents/Provider%20Compliance%20Attestation.pdf>

Signed attestations may be returned via any of these methods:

- Fax to: **949.313.0766**
- Email to: PRInquiries@libertydentalplan.com



- Upload the attestation to our website: <https://www.libertydentalplan.com/Providers/Provider-Training-Acknowledgement.aspx>
- Mail to: LIBERTY Dental Plan, Attention: Professional Relations, P.O. Box 26110, Santa Ana, CA 92799-6110.

Additional resources and educational trainings are available, at no cost, on our website. We encourage you to visit the website to access these additional resources.