



LIBERTY QUARTERLY PROVIDER NEWS

LIBERTY Dental Plan
Serving the Show-Me State
**MISSOURI
MEDICAID**

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LIBERTY Welcomes Dr. Rosa Roldan to Florida Region



Dr. Roldan is a board-certified pediatric dentist and a physician. Before joining LIBERTY Dental Plan as Dental Director for the Florida Region, Dr. Roldan developed and implemented Nicklaus Children's Hospital's Pediatric Dentistry Residency Program. She educated a cadre of 38 pediatric dental specialists who are ambassadors

in their communities across the United States and Canada. Dr. Roldan increased access for underserved populations through the deployment of a mobile dental unit and incorporation of community-based education for dentists and physicians. She also established an Infant-toddler program and an adolescent program. Dr. Roldan has multiple publications in peer-reviewed journals and presentations in professional forums. She secured over \$5 million in grants from federal and private organizations that allowed the dental program to increase its capacity and impact on the community. Dr. Roldan served as assistant professor of the Pediatric Residency Program at the University of Texas Health Science Center in San Antonio.

Dr. Roldan was an examiner for American Board of Pediatric Dentistry and a consultant with the Commission on Dental Accreditation. She maintains membership in the American Dental Association, American Board of Pediatric Dentistry, Florida Dental Association, and the American Academy of Pediatric Dentistry. Dr. Roldan is licensed in Florida and Texas. She holds a BS in Chemistry from University of Puerto Rico, Rio Piedras; a DMD from Temple University, Philadelphia, an MD from University of Texas Health Science Center in San Antonio, and a Certificate in Pediatric Dentistry and Internship in Pediatric Medicine from University of Texas Health Science Center in San Antonio. ■



LIBERTY DENTAL PLAN
Making members shine, one smile at a time™

LIBERTY QUARTERLY PROVIDER NEWS VOLUME 5, Q1 | SPRING 2019

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If you have comments or questions, please contact:

LIBERTY Dental Plan Professional Relations
340 Commerce, Suite 100, Irvine, CA 92602

INTERNET ACCESS

www.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 Jersey: **833.276.0854**

New York: **833.276.0853**

All other States: **888.352.7924**

TOLL FREE FAX:

California: **800.268.0154**

Florida: **888.334.6034**

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.

LIBERTY Awarded Missouri Medicaid Statewide Dental Plan Contract

Serving the Show-Me State



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Making members shine, one smile at a time™

missouricare 
A WellCare Company



By John Carvelli

LIBERTY Dental Plan of Missouri, Inc. (LIBERTY), is proud to announce that we will be providing dental services to all Medicaid members enrolled in the MO HealthNet Medicaid Managed Care Program administered by MissouriCare throughout the State **beginning April 1, 2019.**

MissouriCare, a division of WellCare Health Plan, administers to approximately 250,000 members of the Missouri HealthNet Program.

"We are both grateful and excited to begin serving the oral health needs of the MissouriCare MO HealthNet Program members," said Dr. Amir Neshat, Founder and CEO of LIBERTY.

"We will work every day to coordinate whole person care with MissouriCare while offering accessible and appropriate dental care to our members. Additionally, we will also work to remove and minimize burdensome administrative processes for our network of contracted oral healthcare providers." ■



Providers: Brighten Up Your Young Members' Smiles While Promoting Your Business.

Oral health for kids made easy!

Add fun to your pediatric patients' dental visits by taking the mystery out of caring for their teeth with LIBERTY Dental Plan's newest Provider Resources. **Keeping My Teeth Healthy** teaches children ages 3 to 8 how to take care of their teeth. This resource is available in a digital widescreen movie, a self-print 8 1/2" x 11" book and a self-print 11" x 17" coloring book.

All are available as free downloads in English, Spanish and Chinese.

Download your free copies here: www.libertydentalplan.com/Providers/Provider-Resource-Library.aspx. ■



• Illustrated self-print book you can handout



• Illustrated self-print coloring book you can handout



• Illustrated digital widescreen movie for your dental office TV

Inadequate Occlusal Reduction: A Rising Problem



As a dentist, you might think that inadequate occlusal reduction is not a problem. Regardless of whether you work in a corporate dental environment, a solo practice or a group practice, inadequate occlusal reduction happens more often than we think. Scanning preps or taking models the dentist can find and correct the occlusal reduction.

Because our practices are busy and we move from operator to operator, laboratory studies have concluded that more than 60% of crown preparations are grossly underreduced to allow proper fossa and incline morphology of the occlusal surface. Some labs will call the office and request more reduction and new impression causing a delay in treatment, while other labs will not make that call to the office but fabricate the crown anyway. The doctor's dilemma is with a crown that has a heavy contact which requires excessive time to reduce. Now your patient is not happy with the shape of the porcelain or that metal is showing through the porcelain. Your patient might file a complaint with their dental insurance plan and this further compound your crown situation.

With adequate occlusal reduction and reassessing the crown preparations will save an average of 15 minutes chairside when delivering crown and a happy patient that has trust and confidence in your delivery of care.

From Recent Clinical Article ■

The Practice of "Upcoding"

By Dr. Todd Gray

Upcoding is the practice of using a billing code that results in a higher reimbursement rate than the level of service justifies. Defined by the ADA as "reporting a more complex and/or higher cost procedure than was actually performed," upcoding bypasses insurance company reimbursement limitations (and thereby increases practice income).

(Continued on page 5)

The Practice of "Upcoding"

(Continued from page 4)

You might think that upcoding does not matter, because it is the insurance company who pays for it. However, the practice costs all of us money with no real benefit to anyone's health. When a Medicaid patient is upcoded, we all pay for it with our tax dollars. The effect on private insurance companies will be evidenced by raising your patients' premiums or reducing benefits and reimbursement to you—the dentist.

Regulatory agencies have increased their efforts to monitor and investigate the practice of upcoding procedures to increase practice income. This has resulted in recent high-profile cases and fines levied against dentists who engage in the practice.

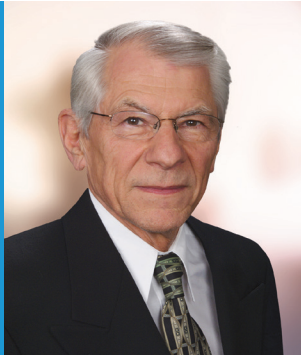
Common examples of upcoding include, but are not limited to:

- **D4341/4342:** Periodontal scaling and root planing: If the dentist actually performs a dental prophylaxis (prophy), but files the claim for 4 quadrants of scaling and root planing.
- **D0180:** Comprehensive periodontal evaluation: If the dentist actually performs a regular exam (D0120), but files for the comprehensive periodontal evaluation; a more extensive exam that should involve periodontal probing and charting of each tooth, evaluation of the patient's oral and medical history as related to treatment of oral problems and oral cancer evaluation.
- **D0210:** Intraoral complete film series: Filing for reimbursement for D0210 when only a few intraoral films were taken.
- **D1351:** Sealant (per tooth): Filing each sealant as D2391 single surface posterior resin.
- **D4355:** Full mouth debridement: This procedure is required when there is so much gross plaque and calculus that an exam and diagnosis cannot be performed. This should be supported by radiographic evidence of extreme subgingival calculus (tartar well below gumline. This code may be submitted instead of a prophylaxis where there is gross calculus requiring a more time-consuming scaling of affected teeth, but not enough to justify a full mouth debridement. *(This is not a covered code in NYS Medicaid)*
- **D7210:** Extraction, erupted tooth requiring removal of bone and/or sectioning of tooth and including elevation of mucoperiosteal flap if indicated vs D7140 - extraction of erupted tooth: submitting a surgical extraction when the supporting documentation and radiographs do not support the criteria for a surgical extraction is considered upcoding.

Each dentist has the ethical and legal responsibility to ensure the integrity of treatment provided to patients as well as correctness of the insurance billing process. Be aware, that the practice of upcoding or any act of intentional billing misrepresentation is a violation of governmental programs, insurance company requirements, and other regulatory bodies laws, rules and/or regulations. Dental providers must only bill and use specific codes for the exact services performed.

If you have questions about what constitutes upcoding, we will be happy to have your state dental director review the ADA guidelines with you and address any concerns or confusion that may exist. ■

Tips for Your Dental Practice



By Dr. Richard Hague

Communicating

Avoid mixed messages! Communication experts say communication is based 7 percent on words, 38 percent on voice quality and 55 percent on body language. Skeptical?

While your staff may not

have a gift for oratory, your patients will accept what you say if your words match your body language. Observe how your staff interacts with patients and each other. Listen to the words and watch the body language; they could be saying two different things.

A Thousand Words

There are times you and your treatment staff present a proposed treatment plan including options to only hear the patient say OK, but I need to go home and talk with my spouse. Visual aids and camera images help patients come to a decision regarding their treatment if they visualize their own oral conditions. The camera images minimize the office staff time to convince patients of their problems and enable patients to show family members. When patients see the proposed treatment they need, it eliminates the fear of the unknown and they become more willing to move forward with treatment. Always use an optional/alternative treatment form when encountering non-covered services not listed on their benefit schedule.

Retaining Patients

Pre-Appointments will have a long-lasting effect on your patients knowing before their next appointment what work will be performed and the fees involved. Face-to-face interaction with office staff will satisfy patients' expectations and show that the office values the patient's busy schedule. Don't leave your patients feeling uncertain. Show the value that is placed on appointments and the value of maintaining the patient's oral health. ■



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

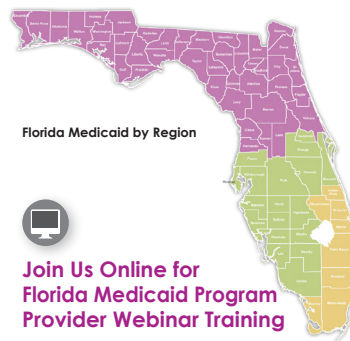
Last June, the Florida Agency for Health Care Administration (AHCA) published its Notice of Intent to award a Florida Medicaid Statewide Dental Plan Contract to LIBERTY Dental Plan of Florida, Inc. Effective December 1, 2018, LIBERTY became one of three dental plan administrators serving approximately 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, **free** All-Regions Follow-Up webinars are scheduled monthly through December 2019. Webinar registration is required. ■

LIBERTY Dental Plan of Florida Provider Webinars

Take Note: New Webinar and Audio Connection Numbers

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



Florida Medicaid by Region



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.

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: 833.276.0851 or email inquiries@libertydentalplan.com

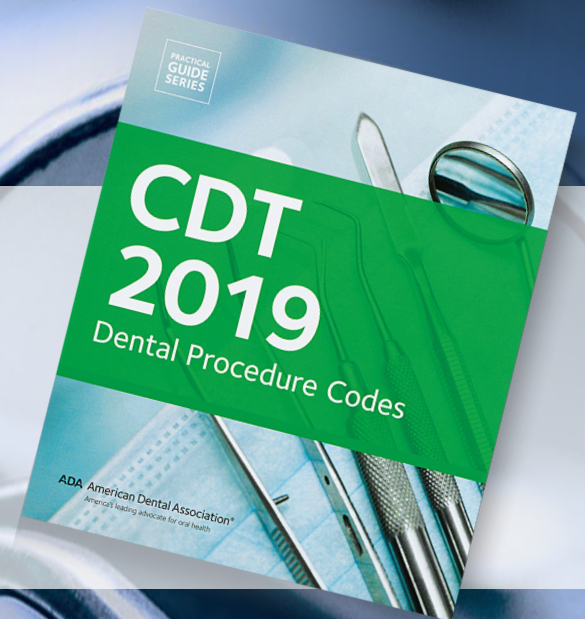


LIBERTY Dental Plan of Florida
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www.libertydentalplan.com/FLMedicaid

Online Webinar Training Schedule	
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	
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	
Regions 9, 10 & 11	
Counties: Indian River, Martin, Okeechobee, Palm Beach, St. Lucie, Broward, Miami-Dade and Monroe	
All Regions Follow-Up: APR 2019 - DEC 2019	
TUE	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
	12:30-2:00 (Eastern Time)
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): 734 759 700
6	Enter password: LDPFL
Instructions for Audio Connection:	
1	Connect audio by dialing: 1.240.454.0887
2	Enter access code or meeting number: 734 759 700
3	Press # to continue

New York Medicaid:

CDT 2019 Dental Procedure Codes Updates



The American Dental Association (ADA) has updated codes in the 2019 version of the Current Dental Terminology (CDT) Procedure Codes. Effective January 1, 2019, these CDT codes should be used when submitting claims for all LIBERTY's New York Medicaid programs.

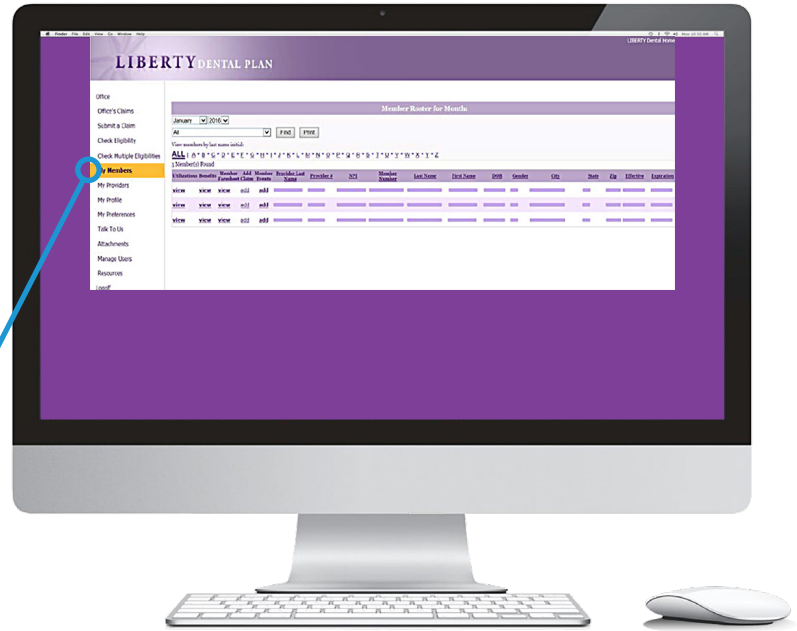
New Code	Current Code	Current Nomenclature/Description	Nomenclature Change/New	Description Change/New	Final Decision Fee Schedule
	D1515	Space maintainer - fixed, bilateral	Code Deleted		Remove Code
D1516			Space maintainer - fixed, - bilateral, maxillary		Fee same as D1515
D1517			Space maintainer - fixed, - bilateral, mandibular		Fee same as D1515
	D9940	Occlusal guard, by report	Code Deleted		Remove Code
D9944			Occlusal guard – hard appliance, full arch	Removable dental appliance designed to minimize the effects of bruxism or other occlusal factors. Not to be reported for any type of sleep apnea, snoring or TMD appliances.	Fee same as D9940
D9945			Occlusal guard – soft appliance, full arch	Removable dental appliance designed to minimize the effects of bruxism or other occlusal factors. Not to be reported for any type of sleep apnea, snoring or TMD appliances.	Fee same as D9940
D9946			Occlusal guard – hard appliance, partial arch	Removable dental appliance designed to minimize the effects of bruxism or other occlusal factors. Provides only partial occlusal coverage such as anterior deprogrammer. Not to be reported for any type of sleep apnea, snoring or TMD appliances.	Fee same as D9940

Provider Web Portal My Members Roster Feature

California, Florida, Nevada, New Jersey and New York Providers can access My Members at: <https://www.libertydentalplan.com/Providers/Provider-Self-Service-Tools/ITransact.aspx>

Dental offices in California, Florida, Nevada, New Jersey and New York may view their monthly rosters by clicking on the **My Members** tab located on the left side of the provider portal screen. The **My Members** screen allows the user to view all members assigned to the office.

To find LIBERTY members not assigned to your office, search **Check Eligibility**. ■



More LA Smiles Clinical Training for Dental Providers

Last year, **More LA Smiles** was launched, a UCLA-led Dental Transformation Initiative dedicated to expanding oral health access to half a million children on Medi-Cal in LA County.

More LA Smiles offers Quality Improvement programs and Clinical Trainings for Medical and Dental Providers that include **CME**, **MOC** and **CE credits** at **no cost**.

Contact: morelasmiles@ucla.edu to learn about their program offerings, plans for 2019 and ways to get involved. To enroll: morelasmiles.org/enroll. ■

FREE DENTAL CE CREDITS!

DENTAL PROVIDERS
Basic and Advanced Clinical Training Offerings

In an effort to improve oral health for children with Denti-Cal, UCLA's **More LA Smiles** program invites Dental Providers to participate in clinical trainings. The clinical training program is led by UCLA faculty in collaboration with various program partners to better equip dental providers to provide risk-based prevention and disease management services.

Eligible dental providers can receive free CE credits through the basic and advanced courses covering the topics listed below.

OVERVIEW OF PEDIATRIC DENTAL CARIES & RISK-BASED CARIES PREVENTION AND DISEASE MANAGEMENT

- Medi-Cal 2020 Dental Transformation Initiative and More LA Smiles
- Prevalence and severity of caries in infants, children, and adolescents
- Understanding dental caries
- Risk-based assessments and population-based approaches
- Preventive and disease management practices
- Systems-based approaches to improving children's oral health

Who Should Join?
Dentists
Dental Hygienists
Registered Dental Assistants/
Certified Dental Assistants
Clinical Support Staff

Length: 1 Hour **Credits:** 1 Dental CE

ADVANCED PEDIATRIC RISK-BASED CARIES PREVENTION AND DISEASE MANAGEMENT

This course includes in-depth instruction on performing a caries risk assessment, applying fluoride varnish and silver diamine fluoride, using self-management goals, implementing risk-based care, and contemporary approaches on prevention and management of dental caries as a chronic infectious disease.

Who Should Join?
Dentists

Length: 8 Hours **Credits:** 8 Dental CE

For More Info, or to Sign Up, email moreLAsmiles@ucla.edu or visit moreLAsmiles.org/enroll



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. ■