

RECORD KEEPING

SILVER DIAMINE FLUORIDE (SDF)

PREPARE FOR FLU SEASON

COMPLIANCE & TRAINING
CONNECTION



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



LIBERTY QUARTERLY PROVIDER NEWS



VOLUME 5, Q3 | FALL 2019

The background of the cover is a close-up photograph of a dental procedure. A hand is holding a magnifying glass over a white dental tooth model. The text 'Focus on Dental Sealants' is centered within the magnifying glass. In the background, a dental mirror and a dental explorer are visible on a white surface.

**Focus on
Dental Sealants**

Focus on Dental Sealants (D1351)

A large emphasis has been placed on sealants as a highly effective preventive public health measure. Sealant placement is endorsed and emphasized by the federal and state regulators of Medicaid plans. States are tracked and compared on this measure. LIBERTY encourages all providers to perform sealants on permanent first and second molars that have no history of decay or restoration.

Sealants vs. Preventive Resin Restorations (PRRs) vs. One-Surface Fillings:

- PRRs are not a benefit under many LIBERTY plans
- Filling restorations are payable only if the decay has penetrated into the dentin
- Fillings are not covered under the program when decay or a fracture is not present

LIBERTY appreciates your cooperation with proper coding, charting and making sure that our Medicaid beneficiaries are receiving correct and appropriate procedures for their presenting conditions.



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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
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CA Medicaid HMO and Marketplace HMO, NV & FL Medicare, Marketplace, Medicaid and Commercial HMO, EPO, PPO and POS.

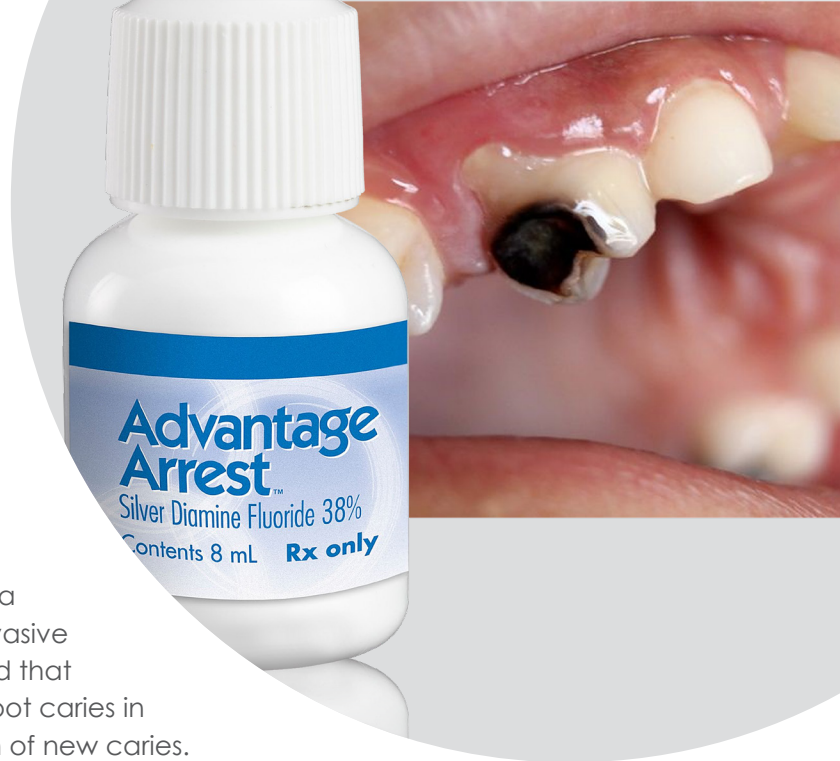
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OUR MISSION

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.

Focus on Dental Sealants

Silver Diamine Fluoride (SDF)



Silver Diamine Fluoride (SDF) is a topical antimicrobial and remineralizing agent that has the potential to be a breakthrough product in the advancement of non-invasive caries management. Systemic reviews have confirmed that SDF is effective for caries arrest on cavitated lesions, root caries in the elderly, and may also play a role in the prevention of new caries.

While it has been used for over 50 years for its caries arresting properties in countries such as Japan, Brazil, Argentina, and United States, SDF has only recently gained popularity and acceptance as an alternative to caries management.

What is the Strength of Evidence for SDF?

Previously cleared by the FDA for treatment of dentinal hypersensitivity in 2014, the US manufacture of SDF was recently granted “breakthrough therapy” designation for its use in arresting dental caries in children and adults.

In clinical trials, SDF applied directly to the cavitated lesion outperformed fluoride varnish for the non-surgical arrest of caries in children and older adults. In addition, SDF demonstrated impressive caries prevention to adjoining teeth not receiving direct application of SDF. At least eight published reports of randomized clinical trials consistently demonstrated very high rates of caries arrest.

How Does it Work?

SDF arrests active carious lesions painlessly and without local anesthetic, as long as the teeth are asymptomatic, avoiding or delaying traditional surgical removal of caries. This intervention can be applied to teeth as soon as caries is detected. SDF is indicated in treating caries in people who are unable to access dental treatment or tolerate conventional dental care, including very young “pre-cooperative” children, persons with intellectual/developmental disabilities, or older adults.

What are Contraindications for SDF Therapy?

No adverse events using silver compounds have been reported in more than 80 years of use in dentistry. Silver allergy is the only known contraindication. Teeth with evidence of pulpitis or pulpal necrosis are not appropriate for SDF treatment and require surgical treatment. Similarly, teeth with deep lesions where the carious dentin has been excavated are not candidates for SDF, due to the ammonia content and high pH, which may create a pulpal reaction.

Are There Other Considerations for SDF Therapy?

The silver particles in SDF darken active dental caries and if touched, temporarily stain unprotected soft tissues, which may be a concern with

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patient/parent acceptance. While it does not stain sound enamel, the area(s) of active carious tissue will turn black.

Any provider utilizing SDF in their practice will need to first obtain appropriate training in understanding proper case selection, appropriate protocol for application, and follow up. While there are a number of courses currently available, LIBERTY is working to produce our own online SDF Training module that will be available on the provider portal for all contracted network providers.

Who Can Apply SDF?

According to the rules and as governed by their state medical and/or dental practice acts, dentists, dental hygienists, physicians, nurses, and their assistants may be permitted to apply fluorides and SDF. Dental hygienists in most states whose Medicaid programs cover SDF application may be permitted to apply SDF under the same authorization or restrictions as other topical fluorides.

Silver Diamine Fluoride offers great promise for the management of dental caries for both children and adults and clinicians should consider its use as an additional tool that allows dentists to halt the decay process at an early stage and provide patients with options for future treatment and treatment settings.



Silver diamine fluoride offers great promise for the management of dental caries for both children and adults



Flu Season 2019-2020

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>

Dental Advisory Committee (DAC) Recruitment

LIBERTY Dental Plan ("LIBERTY") is seeking providers to participate on the Dental Advisory Committee ("DAC"). The DAC allows LIBERTY's key personnel to obtain valuable feedback and recommendations directly from our contracted provider network. This is your opportunity to interact with LIBERTY's staff and effectuate the development of program policies and initiatives, as well as gain transparency into the Plan's operations.

If you are interested in applying to join our DAC, or if you have any questions, please contact the Quality Management Department at QM@libertydentalplan.com.

LIBERTY appreciates your participation and values our partnership and our mutual goal to provide your patients and our members the highest quality oral health care. We look forward to hearing from you.



Sign-Up to be a
California Caries
Risk Provider

Within the 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 twenty-nine (29) selected pilot counties, which includes Sacramento and Los Angeles. Providers in Sacramento and Los Angeles County are eligible to receive incentives for performing pre-defined treatment plans for children based upon the beneficiaries' risk assessment. LIBERTY Dental Plan's providers are included in this, as Dental Managed Care providers are included in this Domain 2 incentive program.

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The goal is to:

- Diagnose early childhood caries by utilizing Caries Risk Assessments (CRA) to treat it as a chronic disease
- Introduce a model that proactively prevents and mitigates oral disease through the delivery of 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



Ready to sign-up?

It's easy! Follow the simple instructions below.

How To Participate In Domain 2 Pilot – Caries Risk Assessment

1

Step 1: Enroll 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.

2

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

https://www.dhcs.ca.gov/provgovpart/Documents/DTI/Domain%202/Domain_2_Provider_Opt-In_Attestation.pdf

3

Step 3: Mail completed form and copy of CDA TYKE CRA course completion to:

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

Or email to: Denti-CalEnrollmentDept@delta.org

4

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

In Order to Bill:

For LIBERTY Dental Plan 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 on a monthly basis, 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

<http://www.dhcs.ca.gov/provgovpart/Pages/dti.aspx>

Record Keeping

LIBERTY Dental Plan wants to remind all of our providers of the ADA record keeping guidelines. The following series will focus on the requirements and expectations of each aspect of your dental record.

Each patient record should include, but not limited to the following:

- Beneficiary's name and contact information (or that of the parent or guardian, for a minor)
- Medical and dental history
- Detailed clinical evaluation findings,
- Chief complaint(s)
- Radiographs and other diagnostic tools and rationale used
- Diagnosis and differential diagnoses
- Carious lesions by tooth
- Missing teeth
- Abnormalities
- Comprehensive treatment plan

Today, we will focus on the medical dental history requirements as described by the ADA. The ADA describes record keeping as, "The accurate health/dental history may provide important and valuable information for the dentist prior to beginning treatment. All dentists should take health histories initially and update the same periodically as necessary.

A health history form can address:

- Health conditions or illnesses that may affect or be affected by dental treatment;
- Medications that a patient is currently taking that will have a potential drug interaction with the local anesthetic or other drugs the dentist may prescribe that may affect dental treatment or a patient's other health condition(s);
- Reason a patient is seeking care.

Dentists have a responsibility to obtain and maintain current health histories of patients. Team members are most often responsible for having patients complete their health/dental history forms but that is only part of the process. It is also important that a patient understands the questions, provides answers where appropriate and sign the completed form. Patients should be encouraged, if they do not understand the form, to discuss it with the dentist or office staff. A health history form provides a starting point for the dental team to fulfill its professional obligations. Once a patient has completed the questionnaire/health history, it is recommended that the patient's health information be reviewed carefully. The dentist should review and discuss the form with the patient, then sign or initial the form once this review is "completed"¹.

¹"Dental Records," ADA.org

Compliance & Training Connection

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 training modules:

- Go to www.libertydentalplan.com
- Click on Providers at the top of the page, or
- Click on these training module links:
 - Critical Incident Training**
 - Code of Business Ethics & Conduct** (additional information on page 9)
 - Cultural Competency Provider Training** (additional information on page 10)
 - Fraud Waste & Abuse Training** (additional information on pages 12)
 - General Compliance Training**
- Complete all required information in each training
- Complete the required 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 our website to access these additional resources.

Code of Conduct

As a LIBERTY participating provider, you are able to report compliance concerns on our website at: <https://www.libertydentalplan.com/About-LIBERTY/Compliance/Code-of-Conduct.aspx>.

If you are a Medicare provider, you are required to publicize your practice Code of Conduct or use LIBERTY's.

Provider Training

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 the cultural and linguistic needs of our diverse patient base. LIBERTY has created a Cultural Competency Training resource to help you, and your staff, increase your cultural awareness. We feel that trainings such as this ensure the needs of culturally diverse populations are being met. In some areas, this training is required. However, LIBERTY feels that providing this training resource to all our providers will likely assist them with the variety of cultural concerns that are faced in the dental office today.

The goal of this training is 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 treatment plans that are effective and culturally relevant

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. This is aimed at reducing the risk of misunderstandings. You may find the Cultural Competency training in the Provider Portal or by following: <https://www.libertydentalplan.com/Providers/Provider-Training-1.aspx>.



Cultural Competency Corner

Dental Records Availability

LIBERTY Dental Plan (LIBERTY) would like to remind our contracted dentists of the importance, and contractual obligation, in making available copies of all member records to the Plan, upon request.

Copies of all member records must be provided to LIBERTY within three business days of issuance of a notice letter. LIBERTY ensures that all records obtained are handled only by authorized staff. LIBERTY may request dental records for the following:

- Routine Chart Review
- Grievance resolutions
- Appeal resolutions
- State/Federal Compliance
- To assist a member in understanding recommended treatment and copayments

It is important to note that all members have the right to file a grievance, appeal or second opinion. It is LIBERTY's responsibility to provide a response to that member's concerns. In order for the Plan to complete an unbiased review, we need to request a copy of the member's full dental records.

As a LIBERTY contracted dentist, you have agreed to cooperate with the Quality Management Department, including providing copies of full member records to the Plan at no cost and within the allotted time frame instructed. Failure to respond and provide all requested member records to the Plan in a timely manner will result in disciplinary actions, including but not limited to, monetary compensation in favor of the member, transfer of enrollment, closure to new enrollment or incases of continued non-compliance, termination by the Plan.

Member Dental Records

LIBERTY contracted providers are required, and contractually obligated, to maintain **member dental records** in compliance with applicable state and federal regulations. Copies of complete member dental records for active and/or inactive patients must be accessible for a minimum of 10 years, even if the facility is under new ownership or is no longer under contract. Providers must have confidentiality policies to ensure privacy and security provisions according to the Health Insurance Portability and Accountability Act (HIPAA).

All 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. The names and amounts of all local anesthetics must be documented. All appropriate informed consent documentation that is signed and dated by the member for the specific treatment plan accepted must be included.

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Cultural Competency Corner *Continued from page 10*

Translation

Translation is the communication of the meaning of a source-language text by means of an equivalent target-language text. This service is intended for written documents and text-based materials.

Interpretation

Interpretation is the facilitating of oral or sign-language communication, either simultaneously or consecutively, between users of different languages.

We are 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. LIBERTY offers interpreter services (both telephonic and in-person) for our members at no cost to the provider offices. Telephonic interpreter services are available 24 hours a day, seven days a week. To access telephonic interpreting services for members, please call **888.352.7924**. In-person interpretation service is also available to your patients. For eligible members, please call **888.352.7924** to arrange this service for your patient's appointment. Please be advised, not all patients are eligible for this service. LIBERTY recommends providers to schedule in-person interpreters at least one (1) week in advance from the member's appointments to ensure interpreters are appropriately scheduled.

LIBERTY Dental Plan ("LIBERTY") discourages the use of family members, friends, and especially minors for translation and interpretation services.

If you have any questions regarding interpretation and/or translation services, please contact your assigned Network Manager.

Fraudulent Schemes in Dentistry

What is insurance fraud?

The following eight situations commonly constitute actual dental insurance fraud:

1. Billing for Services Not Performed

This situation seems self-explanatory but may be more complicated. Obviously, it would be fraudulent to bill for a procedure that you have not performed. What about billing for a crown at the prep date rather than the cementation date? When is the service actually performed? Most dentists send in for payment for crowns at the prep time; but most insurance carriers consider the crown “complete” only after it is cemented. The patients’ benefits manual will indicate contract specifications.

2. Upcoding

This refers to coding a procedure as having a more extensive degree of difficulty than actually performed. For example: A patient receives a standard prophylaxis (D1110), but the insurance carrier is billed for periodontal scaling and root planning (D4341).

3. Waiver of Copayments

Patient copayments are considered to be an essential element to the cost structure of the contract between an insurance carrier and whomever is purchasing the coverage (such as an employer for employees). Waiving copayments is thought to encourage more usage of the coverage than would normally occur, skewing the original cost structure. In some states, waiving copayments may be legal under certain conditions.

4. Waiver of Deductibles

As in the case of copayments, deductibles are considered to be essential to an insurance carrier’s contract cost structure. In some states, waiving deductibles may be legal under certain conditions.

5. Altering Dates of Service

The correct date a procedure is performed is important as related to patient eligibility requirements and waiting periods. It is fraudulent to send in a claim for a treatment using a date other than the actual date of service. If a patient asks a dentist to send in a claim using a date other than the actual treatment date and the dentist does so, both the dentist and the patient have committed fraud.

6. Unbundling or Improper Use of Codes

It is considered fraud to use several codes (unbundling) to describe a service on a claim where one code is sufficient. For example: A dentist performs a one-surface occlusal amalgam. He sends in a claim for D9210-Local Anesthesia; D9430-Office Visit; D2140-Amalgam-One Surface; and D3120-Pulp Cap-Indirect, when Code D2140 Amalgam-One Surface is sufficient.

7. Misrepresenting Patient Identities

Obviously, performing treatment on one patient and sending in a claim for that person as someone else is fraud.

8. Not Disclosing Existence of Additional or Primary Coverage

Patients who are covered by more than one dental plan or a medical and dental plan may receive benefits from all plans, provided each plan knows about the others. Sending in multiple claims to different carriers as if they were each the primary carrier is fraudulent.

