

5 MILLION MEMBERS

NEW PROVIDER PORTAL BENEFITS/OLD
PROVIDER OFFICE PORTAL DEACTIVATION

EFT & TIMELY CHECK CASHING

FLU SEASON 2020-2021

PROVIDER COMPLIANCE TRAINING



ACCREDITED
Dental Plan
Exp. 07/01/2022



LIBERTY QUARTERLY PROVIDER NEWS

VOLUME 6, Q4 | WINTER 2020



LIBERTY
Reaches
5M Member
Milestone



LIBERTY Reaches 5M Member Milestone



In October, LIBERTY Dental Plan (LIBERTY) reached a special milestone with its 5 millionth member. Founded in 2001, Founder, President and Chief Executive Officer Amir Neshat, DDS wanted to create a new paradigm for administering dental benefits and improving oral health through compassionate care, exceptional customer service, evidence-based practice, and stronger collaborations between medical and dental professionals. He started with a small administrative team with extensive dental backgrounds and built trusted relationships with dental providers, commercial clients, and government partners with a clear vision of **making members shine, one smile at a time.**

Today with members in all 50 states, and a rapidly growing support infrastructure, Dr. Neshat continues to focus on expanding LIBERTY's footprint so that no one is left behind. He said, "We never strayed from that goal and it is our focus on providing compassionate care that continues to set us apart from our competition."

As the company continues to grow, LIBERTY recognizes that its success is rooted in its partnerships with providers and dental clinics, who serve as the frontline ambassadors to its members. Using state-of-the-art technology, concierge-style customer service, technology supported services, and incentivizing reduced caries risk, it's easy to see why LIBERTY is

revolutionizing effective care for its providers and allowing them to focus on chair-side care. All this makes a stronger foundation for the next million members.

"I want to reassure you that we are not stopping there," said Dr. Neshat. "...we will continue to grow and serve additional groups in the years to come."



Amir Neshat, DDS
President & CEO

VOLUME 6, Q4 | WINTER 2020

**PRESIDENT, CHIEF EXECUTIVE OFFICER,
LIBERTY DENTAL PLAN**

Amir Neshat, D.D.S.

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**VICE PRESIDENT, CLINICAL SERVICES/NATIONAL
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PROVIDER RELATIONS/DENTAL DIRECTOR (NV)

Amy Tongsir, D.M.D.

ASSISTANT VICE PRESIDENTS, PROVIDER RELATIONS

Lisa Rufo, California

Nicole Mosca, Northeast Region

If you have comments or questions, please contact:

LIBERTY Dental Plan

Provider 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

PROVIDER RELATIONS

- 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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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.

CDT 2021 Updates

LIBERTY Dental Plan (LIBERTY) would like to inform you that The American Dental Association (ADA) has released the 2021 version of the Current Dental Terminology (CDT) Procedure Codes (Commercial). Effective January 1, 2021, changes reflect new codes and associated reimbursement fees. The new CDT codes should be used when submitting claims to LIBERTY. These changes are applicable to LIBERTY's Commercial network with respect to Adult and Child members.

New CDT 2021 Codes for all LIBERTY Commercial Networks

New Code	Description of Services	Reimbursement Fee
General and All Specialties		
D0701	Panoramic radiographic image – image capture only	Same as D0330
D0702	2-D cephalometric radiographic image – image capture only	Same as D0340
D0703	2-D oral/facial photographic image obtained intra-orally or extra-orally – image capture only	Same as D0350
D0704	3-D photographic image – image capture only	Same as D0351
D0705	Extra-oral posterior dental radiographic image – image capture only	Same as D0251
D0706	Intraoral – occlusal radiographic image – image capture only	Same as D0240
D0707	Intraoral – periapical radiographic image – image capture only	Same as D0230
D0708	Intraoral – bitewing radiographic image – image capture only	Same as D0270
D0709	Intraoral – complete series of radiographic images – image capture only	Same as D0210
General and Pedodontics		
D1321	Counseling for the control and prevention of adverse oral, behavioral, and systemic health effects associated with high-risk substance use	Same as D1320 (Tobacco Counselling) where covered
D1355	Caries preventive medicament application – per tooth	Same as D1354 (SDF) (Exclude occlusal surface)
D2928	Prefabricated porcelain/ceramic crown – permanent tooth	Same as D2930
Endodontics only		
D3471	Surgical repair of root resorption – anterior	Same as D3427
D3472	Surgical repair of root resorption – premolar	Same as D3427
D3473	Surgical repair of root resorption – molar	Same as D3427
D3501	Surgical exposure of root surface without apicoectomy or repair of root resorption – anterior	Same as D3427
D3502	Surgical exposure of root surface without apicoectomy or repair of root resorption – premolar	Same as D3427
D3503	Surgical exposure of root surface without apicoectomy or repair of root resorption – molar	Same as D3427
General and Prosthodontics		
D5995	Periodontal medicament carrier with peripheral seal – laboratory processed - maxillary	Same as D5994
D5996	Periodontal medicament carrier with peripheral seal – laboratory processed - mandibular	Same as D5994
General, Prosthodontics, Oral Surgery & Periodontics		
D6191	Semi-precision abutment - placement	50% of assigned fee for D6091
D6192	Semi-precision attachment - placement	50% of assigned fee for D6091
General & Oral Surgery		
D7961	Buccal / labial frenectomy (frenulectomy)	Same as D7960
D7962	Lingual frenectomy (frenulectomy)	Same as D7960
D7994	Surgical placement: zygomatic implant	Same as D6010
Oral Surgery only		
D7993	Surgical placement of craniofacial implant – extra oral	Same as D6010

Old Provider Office Portal Deactivation Notice

LIBERTY launched a brand-new Provider Portal that will help your office operate at peak efficiency! **Effective 2/1/2021, we will no longer support the old portal that some of our providers are still using today. Everyone will need to register for a new account, even if you already have a previous portal account.**

It's about time...

LIBERTY's new web portal is designed to reduce your administrative overhead and save you money!



New Features AT-A-GLANCE



Enhanced and real-time Eligibility, Benefits, and Dental History Search



Improved Claims, Prior Authorization, and Referral Submission. Enhanced abilities for Prior Authorization/Referral status. Documents available online. No more waiting for mail.



Ability to attach supporting documentation (x-rays and treatment information) directly with your claim



Enhanced Member Search



Ability to export list of assigned members ("My Members") to Microsoft Excel



Convert a prior authorization to a claim with just one click



Benefits of our new Provider Portal:

- **No need to call - 24/7 access** to information previously only available through the LIBERTY Call Center - **Reducing** administrative burden.
- **Access to real-time data** to help track the status of your submitted claims; check Member eligibility; and view claims, history, utilization, and benefit information.
- **Technology-enabled improvements** reduce your time to payment!

Take advantage of these new features by registering today!

- **Visit:** <https://providerportal.libertydentalplan.com/> to set-up your new account and use the "Portal Help Guide" as needed.
- **All offices** will need to register for a new account.
- **To register**, you will need your Office Number and Access Code. These numbers can be found in your LIBERTY Welcome Letter or contact the Provider Relations Department for assistance at Provider@libertydentalplan.com.

new

Our Provider Directory Information Verification (DIV) Website is Here!

LIBERTY is proud to announce our brand-new self-service online tool that makes it easier to update your provider office information through our **ProviderDIV** website at: www.libertydentalplan.com/ProviderDIV.

We are committed to accurate provider directory information available to members. Is your information current? Do you have any office updates? Do you want to stop time consuming calls to validate your Provider Directory Information (DIV)? Our **ProviderDIV** website is a better way to maintain your provider directory information.



FAQs

What can I update?

Anytime you have changes, including, but not limited to appointment times, office hours, address, phone number, fax number, associate dentist, etc. You can update or **attest** that no changes were made this quarter. We also **highly recommend** that you set a calendar reminder in your system to go to the website every 85 days and validate the information.

Why do I need to update my provider information?

- Prevent and minimize costly claims payment delays
- Stop time consuming calls to validate your directory information
- Fix what's wrong with the click of a button
- No filling out paper forms and faxing or emailing
- Provide the most up-to-date information to existing and new members so they can make educational decisions about their provider office choices

How often can I update or attest?

Any time, but no later than every 90 days

How long does it take to complete an update or attest?

Less than 5 minutes

How do I get started?

- No registration is required
- You will need to have your office **Access Code** to use the online feature. **This number can be found in your LIBERTY Welcome Letter.**
- If you are unable to locate your Access Code, please call **888.352.7924** for assistance.

Are the updates made in real-time?

It takes 3-5 business days to reflect on the portal. Terminations may take up 5 days as the Network Manager must perform due diligence to ensure the associate has been properly terminated.

Who do I contact for further information on ProviderDIV online?

Please contact your local Provider Relations Network Manager.

Missed and Cancelled Appointments: Medicaid Only



There are times when a member misses their dental appointment due to emergencies or obligations and we understand that this greatly impacts your office and your ability to schedule patient appointments.

LIBERTY wants to partner with you to identify those patients that miss their appointments when they cannot provide the courtesy of cancelling their appointment with more than 24 hours' notice.

We are asking that you:

1. Report through the claims submission process any missed (D9986) and cancelled (D9987) patient appointments for all LIBERTY members.
2. Continue outreach to these members to educate them on the importance of keeping their appointment and reschedule the appointment to avoid interruption in dental care.
3. Do not charge the Medicaid member for broken or missed appointments.
4. Note the missed or cancelled appointment in the member's record.

Access & Availability Standards Medicaid

Providers participating with Medicaid programs are required to comply with state-mandated appointment timeframes. Providers must have a mechanism in place to address after-hours emergencies. LIBERTY will periodically survey offices to ensure compliance. Additionally, your office can provide your appointment availability on the Directory Information Verification (DIV) website at: www.libertydentalplan.com/ProviderDIV.

Electronic Funds Transfer (EFT) and Timely Check Cashing

To allow the greatest efficiency between LIBERTY and your office, LIBERTY offers a convenient way that guarantees your office will receive payments promptly and deposits timely. Electronic Funds Transfer (EFT) replaces paper-based claims payments with electronic payments that are directly deposited into your bank account.

If you are not currently on EFT, we encourage you to join.

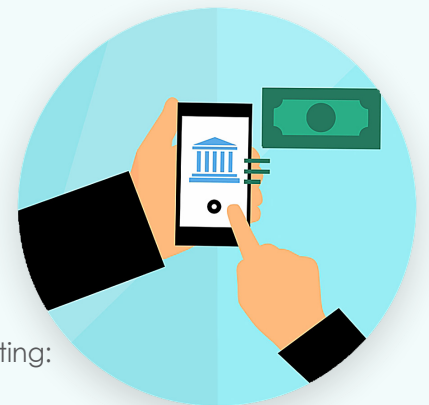
EFT Benefits:

- Helps you get **paid faster**
- **No Cost to use or enroll**
- **Simplifies reconciliation** of paper-based claims payments
- **No more lost checks**
- **View and access statements online** (office vendor portal)
- **Bypass manual processes** such as sorting and opening mail

The EFT form is available for download from LIBERTY's Provider Resource Library by visiting: <https://www.libertydentalplan.com/Providers/Provider-Resource-Library.aspx>.

- **Select** your state from the drop-down menu
- **Click** "Continue" and select Electronic Fund Transfer (EFT) Form

If you **do not** elect EFT, we ask that your office deposit all issued paper checks within 14 business days.



ECHO/Electronic Funds Transfer Payment Solution: Nevada, New Jersey & New York

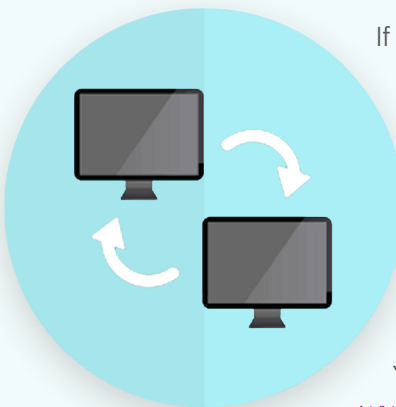
LIBERTY offers Electronic Funds Transfer (EFT) payment solution in the **states of Nevada, New Jersey and New York** on Change Healthcare's behalf through ECHO. If you are a provider in these states, you can enroll in EFT/ACH by logging into: <https://enrollments.echohealthinc.com/EFTERInvitation.aspx?tp=MDAxMzk=>

EFT enrollment is verified after banking account information is provided to ECHO. **PLEASE NOTE: If you do not sign up for ECHO Health EFT/ACH, you will be automatically enrolled in Virtual Card Services.** Virtual Cards allow your office to process payments such as credit card transactions. Your office will receive fax notifications, each containing a virtual card number unique to that payment transaction. Once the number is received, you simply enter the code into your office's credit card terminal to process the payment as a regular card transaction. Normal transaction fees apply based on your merchant acquirer relationship.

- There are no fees to enroll and receive EFT

payments if you use this link and **ONLY** enroll with LIBERTY: <https://enrollments.echohealthinc.com/EFTERInvitation.aspx?tp=MDAxMzk=>

- If your office opts to enroll in EFT payments through the above link, you will need to wait for the first payment to be issued as a virtual card and reference the draft number provided on the virtual card.



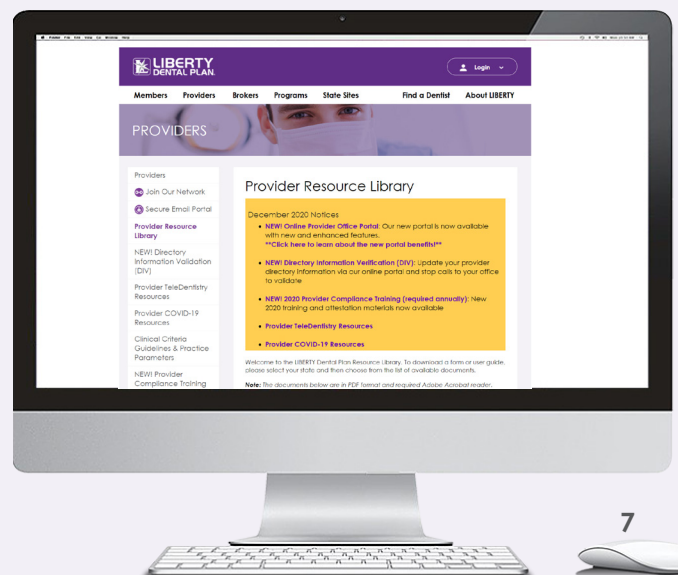
If there are concerns with electronic payments, you must elect to opt out of Virtual Card Services or remove your EFT enrollment to receive paper checks and paper explanation of payments. If you do not enroll for EFT/ACH and would like to **opt out of virtual cards, please call 833.629.9725.**

You may register at: www.ProviderPayments.com to access a detailed explanation of payment for each transaction, to elect to receive email notifications of payments, and to access ERAs (835s) associated with your payments.

If you have any questions or need further information regarding this notification, please contact ECHO Health, Inc. at **833.629.9725** or email EDI@ECHOHealthInc.com.

Provider Resources Library

Looking for training materials and up-to-date information regarding LIBERTY? We have state-specific educational and reference materials available for download on our website. Please visit our Provider Resource Library at: <https://www.libertydentalplan.com/Providers/Provider-Resource-Library.aspx>.



Community Smiles

LIBERTY launches the Community Smiles Program in the Sunshine State

In October, LIBERTY Dental Plan expanded its rapidly growing "Community Smiles" Program to help Florida Medicaid enrollees navigate their social needs by connecting them to free or reduced-cost community resources.

Originally launched in California and Nevada, Community Smiles supports members who may have difficulties meeting their basic daily needs such as food, housing, childcare, and health care services. Partnering with local and state organizations, LIBERTY and its providers can reduce barriers that affect the overall health and well-being of their enrollees.

"Thousands of people are using the program to search for community programs like the nearest food bank or to help pay rent to avoid eviction," said Dr. Rosa Roldan, Vice President of Florida Provider Relations, Dental Wellness and Clinical Affairs, and Florida Dental Director for LIBERTY. "The Community Smiles program is like the Yellow Pages for social services, but better. It works because it's free, and people can search online from the privacy of their home. But most importantly, we can help connect them with local programs quickly and easily."

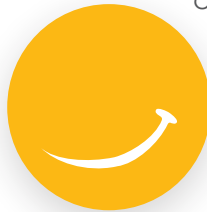
How you can help:

If you recognize that one of your LIBERTY patients can benefit from the Community Smiles program, we have many ways to connect them:

- Text **LDPSMILES** to **22925**
- Call the LIBERTY Call Center at: **1.833.276.0850** from 7:00 a.m. to 8:00 p.m. (Eastern Standard Time), Monday through Friday
- Engage our Wellness and Outreach Team Member
- Inquire with their assigned Case Manager (for enrollees participating in our Case Management Program)

- Navigate our website: <https://communityresources.libertydentalplan.com>

LIBERTY also offers enrollees the ability to self-search for programs on our website using a platform called Aunt Bertha: <https://communityresources.libertydentalplan.com>



LIBERTY DENTAL PLAN Community Smiles Program



Aunt Bertha was started in 2010 to offer an easier way for people in need to find social services directly and electronically. Aunt Bertha has since built the largest network of free and reduced cost social assistance in every ZIP Code across the United States — this includes federal, state, county, municipal, and local programs in the biggest cities and smallest towns.

Families in need who are not LIBERTY Members can find available social services at: www.findhelp.org.

Avoiding Patient Conflict

In everyday life, conflicts inevitably arise, perhaps even more so in our current anxiety-filled environment.

In the dental setting, conflicts usually originate from unmet patient expectations, billing disputes, or perceived differences where the patient does not feel respected by the dentist.

As dentists, we can read people during first impression. Dentists can sense whether the new patient is a good case selection after listening about their chief complaint and past dental history. Just as a restaurant can reserve the right not to serve a patron, you, too, can decline to treat a case.

When accepting patients, listen to his or her expectations. Ask open ended questions and from their answers, summarize the treatment plan and seek agreement after completing a comprehensive examination with images, models, indicated photos, and necessary medical clearances. Discuss your findings and correct any unrealistic patient expectations. Discuss the timeline and costs. Involve your dental assistants in this discussion because often patients will ask them questions, they are reluctant to ask you.

Obtain consent forms with signatures for routine procedures and more complex procedures where unforeseen circumstances could happen. Thorough documentation will provide evidence if a conflict arises. The entries should detail subjective issues, objective findings, diagnosis, and action plan.

Practice within your comfort zone and refer to specialists where indicated. Practice appropriate communications with your patients to build trust and confidence. The patient chart is a legal document and should be used to verify your interactions in the event of a complaint. The rule of thumb is, if it isn't written down, it didn't happen.

Flu Season 2020-2021

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



In October, LIBERTY Dental Plan, in partnership with the University of Nevada, Las Vegas, conducted a Continuing Education training for some of its key providers in Nevada on Vital Pulp Therapy (VPT). Based on a technique by Endodontics Practitioner Ronald Lemon, DMD at UNLV, Vital Pulp Therapy is an endodontic dental procedure that targets the removal of compromised dental pulp tissue in a tooth without the full removal of the total healthy tissue and pulp. Dental pulp is a form of connective tissue found in the center of our teeth. It is protected by stronger tissue called dentin and enamel.



Vital Pulp Therapy Training

When a tooth is damaged, such as a tooth fracture or deep decay, dental pulp risks infection, which can become painful. These infections can lead to necrosis to the surrounding tissues and bone. The most common treatment for these infections until recently were root canals.

VPT can help the survival of infected teeth, especially molars which are often at risk because of heavy mastication. Under the right circumstances VPT is an alternative to root canals and promotes improved oral health. LIBERTY's sponsorship of VPT is an example of its commitment to technology and innovation to transform the dental industry toward evidence-based care to ensure the appropriate care is delivered at the right time and place.



Free Interpretation Services

did you
know

LIBERTY offers free
interpretation services
in 150 languages

Did you know that LIBERTY offers free interpretation services at your dental office to appropriately communicate with LIBERTY members?

Please call LIBERTY's Member Service Department to schedule an onsite interpreter, at least one week in advance prior to the member's appointment, to ensure an interpreter is available.

Due to the limited availability for American Sign Language interpreters, LIBERTY recommends providers and staff to schedule, as soon as you book the appointment for a member, or at least two (2) weeks prior to the appointment, to ensure an interpreter is available.

Working with American Sign Language Interpreters

- Be sure that there is proper lighting as the interpreter needs to be visible to the patient for effective communication.
- Maintain eye contact and speak directly to the patient. Since the patient will be looking at the interpreter while you are speaking, it is useful if the interpreter sits or stands close to you.
- In order to have a more accurate interpretation, allow enough time for the interpreter to convey the full message. Wait for a response before talking again.
- Clarify any unique vocabulary such as acronyms and technical terms. It is recommended to use short, simple sentences.
- Avoid asking the interpreter for opinions or comments about the content of the meeting or information about the patient. Interpreters follow a code of ethics that requires impartiality and confidentiality with all assignment related information. Do not assume that the interpreter has prior knowledge of the patient or will be interpreting future appointments.
- Be aware that sign language interpreting is physically and cognitively demanding. Assignments of an hour or more in length that are technical or non-stop may require occasional breaks.



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 and 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 LIBERTY's training modules:

- **Go to** www.libertydentalplan.com
- **Click on Providers** at the top of the page
- **Click on these training module links:**
 - ▶ Critical Incident Training
 - ▶ Code of Business Ethics & Conduct
 - ▶ Cultural Competency Provider Training
 - ▶ Fraud Waste & Abuse Training
 - ▶ General Compliance
 - ▶ HIPAA
- **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:** Provider@libertydentalplan.com
-  **Mail to:** LIBERTY Dental Plan, Attention: Provider Relations, P.O. Box 26110, Santa Ana, CA 92799-6110



Safeguarding Protected Health Information (PHI) Important Reminders

As a dental provider, your office is fully aware that the Health Insurance Portability Accountability Act (HIPAA) requires the protection and confidential handling of patient Protected Health Information (PHI). HIPAA requires health care providers to develop and implement safeguards that ensure the confidentiality and security of all forms of PHI (whether electronic, verbal, or tangible) when transmitted or stored.

Failure to properly safeguard PHI can result in data breaches, enforcement actions, significant monetary penalties, and with LIBERTY members, is a violation of LIBERTY's provider agreement. If LIBERTY discovers that a provider has transmitted LIBERTY member PHI via a potentially non-secure method, or if we are otherwise notified that a provider may not be properly safeguarding such PHI, we will contact the provider to investigate the matter. Non-compliance will result in a Corrective Action Plan and continued, or egregious non-compliance will lead to contract termination.

Safeguards which Providers must adhere to include, but are not limited to:

► **Electronic PHI** - ensure referrals, authorization requests, medical records and other e-PHI are transmitted via a HIPAA compliant method using secure fax, secure FTP, encrypted email (which requires recipient authentication to access email content), or LIBERTY's secure web portal.* Note the following:

- Use of PHI (including member name, ID, or other identifying information) in the subject lines of emails or to name e-files is **not** permitted.
- Use of free email service providers, like Gmail, Hotmail, or Yahoo, is **not** a permitted method for transmitting LIBERTY Member PHI*.
- Transmission of PHI via text is **not** permitted*.
- LIBERTY providers may transmit e-PHI to LIBERTY using LIBERTY's HIPAA compliant, secure web portal by following these simple steps:

- Go to www.libertydentalplan.com
- Go to **Provider** menu at top of the page
- Select **Secure Email Portal**

- Use **physical and technical safeguards** to ensure that monitors cannot be viewed by unauthorized individuals, and that screens automatically lock on devices, after a reasonable period of inactivity.
- **Maintain protocols** to ensure faxes containing PHI are issued to the correct recipient, and that increased precautions are applied when faxing especially sensitive information (such as sensitive diagnoses).

**When transmitting a member's own PHI to the member, the member's written request to receive the PHI electronically through a method other than*

(Continued on page 15)



Safeguarding PHI - Important Reminders

those listed above may be honored, provided that reasonable steps have been taken to validate the member's identity, and the potentially unsecure nature of the transmission has been disclosed to the member in writing in advance of the transmission.

Review and adhere to LIBERTY's Secure Use & Transmission of e-PHI policy, located online at <https://www.libertydentalplan.com/Providers/Provider-Resource-Library.aspx>.

► **Verbal PHI** – do not discuss patient information in public areas (including waiting rooms, hallways and other common areas), even if you believe you are masking the patient's identity. Ensure conversations within examination rooms or operatories cannot be overheard by those outside of the room. Use heightened discretion when discussing sensitive diagnoses or other sensitive matters, including when such discussions occur with the patient in an exam room or operatory. Best practices include:

- Implementing appropriate physical safeguards such as closed doors and insulated walls for exam rooms and operatories. Implementing ambient music or white noise to cover conversations in common areas.
- Arranging waiting areas to minimize one patient overhearing conversations with another.
- Posting a sign requesting that patients who are waiting to sign-in or be seen, do not congregate in reception area.

- Ensuring unauthorized persons cannot overhear phone calls and limiting what is communicated by phone and voicemail to the minimum necessary to accomplish the required purpose. Avoid use of speaker phones.

- **Tangible PHI** – do not display or store paper or other tangible PHI in common areas. Do not leave such PHI unattended on desks or in exam rooms or operatories. Never dispose of paper or other tangible PHI in the trash. Use secure methods to destroy and dispose of such PHI (for example, cross-cut shredder).
- Lock away all PHI during close of business (for example, in a locked cabinet).
 - Close window blinds to prevent outside disclosure.
 - **Do not** overstuff mailing envelopes; and print mailing addresses accurately and clearly to minimize the possibility that mail is lost in transit.
 - Take precautions to ensure PHI is not lost while transporting from one location to another, and never leaving tangible PHI in vehicles unattended.



Report Suspicious Activity

LIBERTY's Special Investigations Unit is monitoring dental services to identify potential fraud schemes. It appears most fraud schemes are targeting enrollees and/or beneficiaries in a number of ways, including telemarketing calls, text messages, social media platforms, and door-to-door visits.

These individuals use the coronavirus pandemic to benefit themselves, and to potentially obtain personal information which is later used to fraudulently bill Federal health care programs and commit medical identity theft.

If you are aware of any suspicious activity please report it immediately to SIU@libertydentalplan.com or **1.888.704.9833**.