

OPIOID ABUSE IN DENTISTRY
21ST CENTURY CURES ACT/
MEDICAID ID REQUIREMENT

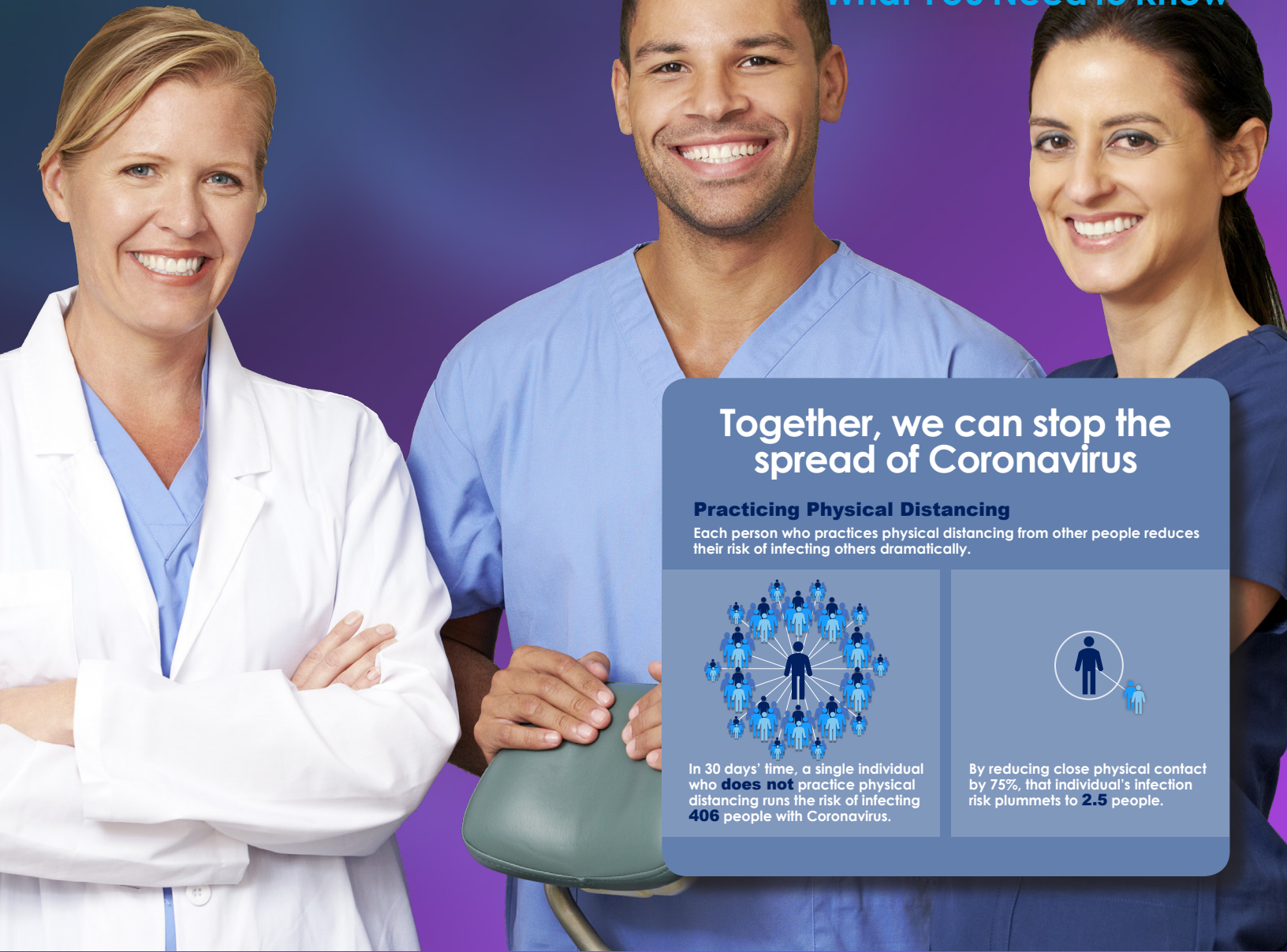
ELECTRONIC FUNDS TRANSFER
(EFT) & TIMELY CHECK CASHING
DIRECTORY INFORMATION
VERIFICATION (DIV)



VOLUME 6, Q1 | SPRING 2020

CORONAVIRUS COVID-19 PANDEMIC

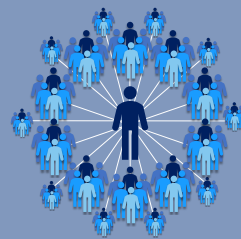
What You Need to Know



Together, we can stop the spread of Coronavirus

Practicing Physical Distancing

Each person who practices physical distancing from other people reduces their risk of infecting others dramatically.



In 30 days' time, a single individual who **does not** practice physical distancing runs the risk of infecting **406** people with Coronavirus.



By reducing close physical contact by 75%, that individual's infection risk plummets to **2.5** people.



CORONAVIRUS COVID-19 PANDEMIC

What You Need to Know

LIBERTY Dental Plan's (LIBERTY's) top priority in dealing with the **Coronavirus** (COVID-19) is the safety of our Members, Providers and our community. We want our Providers to know that we are here for you.

Our LIBERTY team remains fully operational and ready to respond to your needs.

- If your office has been notified that a Member is confirmed with COVID-19, please contact LIBERTY via email at: ci@libertydentalplan.com and provide the date and location of the Member's appointment.
- LIBERTY has launched a **COVID-19 Office Emergency Services Survey** to all LIBERTY contracted offices. The goal of this effort is to assess and monitor coronavirus and its impact on our network dental practices and members' ability to access care in the midst of COVID-19, and to consider dental services implications going forward.

The survey is available at: <https://www.libertydentalplan.com/Providers/Office-Emergency-Services.aspx>.

If your office services change after submitting the survey, please submit a new survey to allow LIBERTY to keep track of your most current services available.

As the expanding global outbreak of COVID-19 continues, the federal government continues to monitor the situation closely. Please stay up-to-date and follow the federal and state provisions that are set forth for your protection and safety.

Information regarding COVID-19 in dental settings can be found on LIBERTY's website: <https://www.libertydentalplan.com/>.

VOLUME 6, Q1 | SPRING 2020

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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
New York.....	833.276.0853
All other States.....	888.352.7924

TOLL FREE FAX:

California.....	800.268.0154
Florida.....	888.334.6034
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Dental Plan
Exp. 07/01/2022

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.

Dentistry and Advancing Technologies

Technology has affected our lives in all aspects. Dentistry has been vastly advanced with these innovations and has come a long way since its inception. Yet, for the most part, **it has been relatively least affected by the new technologies.**

There has been a lot of advancement in the materials and diagnostic tools. However, most dentists are still using the same rotary hand piece with the unfavorable sound it produces. In recent years, lasers have somewhat replaced the old traditional equipment for some procedures, but their use is still very limited and costly. The advancement of technology in diagnostic and prosthetic machinery is on the rise. It is undisputable the difference this has made, and it has improved the clinician's performance. The use of microscopes in endodontics has allowed to improve the quality of care given. Titanium teeth implants and Invisalign in orthodontics have significantly changed dentistry and become very common. The future for dentistry is very bright especially with the emergence of artificial intelligence.

New innovations in coding and algorithm where large data have been gathered and used to create patterns to help practitioners more accurately identify carious lesions. This is an exciting time to be in dentistry! With all these advancements on the horizon, we hope for a day that dentistry will become painless and less stressful!



Opioid Abuse in Dentistry

There is opioid crisis in the United States that is claiming thousands of lives every year. This crisis likely began with the over-prescription of opioids by medical professionals for post-surgery or pain management. The problem of substance abuse has emerged as a major issue in society and has become an area of major focus for healthcare professionals.

The profession of dentistry is not immune to this epidemic. Studies show that dentists are the second-highest prescribers of immediate-release opioids in the United States. However, in recent years, with proper education and protocols, and in response to the growing evidence of harm associated with over-use of opioids, dental providers have appropriately decreased their use of opioids, and have increased the use of non-opioid pain treatment options.

The new policies adopted by American Dental Association that mandate continuing education in prescribing opioids, controlling statutory limits on opioid dosage and duration, and registering with and utilizing Prescription Drug Monitoring Programs (PDMPs) to promote the appropriate use of opioids and deter misuse and abuse, have all been steps in the right direction in eradicating this ill-fated pandemic. We are dedicated to help fight this battle.

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21ST Century Cures Act/ Medicaid ID Requirement

The 21st Century Cures Act **requires that all Medicaid Managed Care and Children's Health Insurance Program network providers be enrolled with State Medicaid programs and obtain a Medicaid ID number.** The intent of this legislation is to ensure appropriate and consistent screening of providers and improve program integrity. The enrollment process varies by state. Please contact your local network manager for information on how to enroll.

Electronic Funds Transfer (EFT) & 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://view.Echohealthinc.com/EFTERAdirect/LibertyDental/index.html>.

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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 enrolled in Virtual Card Services.** Virtual Cards allow your office to process payments 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://view.Echohealthinc.com/EFTERAdirect/LibertyDental/index.html>.
- 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 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.

What to Expect if Your Dental Practice Receives Notice for an Audit

The number of dental insurance audits is rising, and the trend is very likely to continue due to the increase in fraudulent billing activity. Understanding exactly what LIBERTY's audit involves, what are the most common triggers, and how your dental office can be prepared for one is vital for your practice's overall success.

LIBERTY has a vast database of data submitted that is used to establish normative practice patterns. We conduct data analysis to compare treatment patterns and billing sequences, focusing on the providers who fall outside of the norm compared to their peers in demographic areas. The data may reveal that your office practice patterns are lower or higher than the norm of your peer's practices. Treating significantly more procedures than your peer practices is a common trigger to initiate a review of practice patterns. In a practice with more than one dentist, it is important to bill procedures for each individual clinician and again, to bill the correct procedure codes for the treatment performed.

Documentation and record keeping are vital to the validity of the treatment you are performing. The auditor is verifying that the treatment was necessary, performed, and appropriately billed. The chart notes, radiographs, narratives and other pertinent documentation should justify the treatment is appropriate and medically necessary.

Directory Information Verification (DIV): Keeping your Provider Profile Current

LIBERTY actively works to verify and maintain the accuracy of our provider directories which are available to members and the general public. It is required that we maintain current office information in order to ensure the information provided to our members reflects both your current office demographic information and associate dentist that are available to LIBERTY members.



You will receive a Directory Information Verification (DIV) form and LIBERTY asks that you review your associate(s) and demographic information (addresses, add/delete an associate, office hours, appointment availability, and other pertinent information) **every 90 days** and report any changes or updates. It is important to review the information for accuracy and send back to LIBERTY within two weeks.

Coming Soon! An easier way to update your information through LIBERTY's Provider DIV website. Anytime you have changes, including, but not limited to appointment times, office hours, address, phone number, fax number, associate dentist, etc. you'll be able to update or **attest** that no changes were made no less than **every 90 days** by going online. You will receive notification when this website is available.

2019 Provider Satisfaction Survey - Thank You!

LIBERTY would like to thank all Provider offices who participated in our 2019 Provider Satisfaction Survey. The survey results are reviewed frequently to identify opportunities to improve quality of service. We appreciate your valuable feedback as we strive to enhance the level of service you receive from us and appreciate your partnership to provide the highest quality of care to our members.

If you have any questions regarding this survey, please feel free to call our Professional Relations Department at **888.352.7924**.



Prior Authorization Pending Letter Notification Reminder

It is LIBERTY's objective to make prior authorization and referrals practices as efficient and timely as possible. Please be sure to provide as much information as possible for the treatment you are requesting to avoid delays. Examples of information that will help expedite the request include (as necessary):

- Diagnostic/recent dated copy of complete series of x-rays
- X-rays showing entire root(s)
- Pre- and post-operative x-rays
- Documentation with medical condition or medical necessity of the member

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- Submit tooth number, surface, quadrant, arch and/or valid CDT Code
- Full mouth x-rays and six-point full mouth periodontal charting
- Oral/facial photographic images
- Progress notes and/or a narrative

Prosthodontics Justification Tips:

- Prosthodontics Forms – identify if it is initial or replacement
 - If it's a replacement, please provide how old it is and clear reason for replacement
- Is it serviceable (Yes or No)
- Submit full mouth x-rays for partial dentures rather than pano. In some cases, LIBERTY can use the pano, but would rather have the FMX to avoid further pends.
- Pended for signs, symptoms and pathology for root canals (determination case-by-case)

Please note: If a notice of delay is processed by LIBERTY and the additional information requested is not received within 14 calendar days of the notification date, LIBERTY will make a decision based on the information available. After the decision is made a new request with all supporting documentation will need to be submitted for LIBERTY to review and make a determination.

Free Interpretation Services

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 schedule the appointment for the member or at least two weeks prior to the appointment, to ensure an interpreter is available.

Below are some tips when 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.