

OLD PROVIDER PORTAL DEACTIVATED &
TRANSITION TO NEW PORTAL

DIRECTORY INFORMATION
VERIFICATION (DIV)

VALUE-BASED PROGRAM TO
IMPROVE DENTAL CARE OUTCOMES
PROVIDER COMPLIANCE TRAINING



LIBERTY QUARTERLY PROVIDER NEWS

VOLUME 7, Q1 | SPRING 2021



LIBERTY
Awarded
Oklahoma
Medicaid
Contract

LIBERTY Awarded Oklahoma Medicaid Contract



LIBERTY Dental Plan of Oklahoma, Inc. (LIBERTY) has been awarded one of three statewide contracts as a dental plan administrator for Oklahoma's **SoonerSelect** dental program (Medicaid).

LIBERTY will establish offices in Oklahoma City and Tulsa and is actively hiring a dedicated local team to implement its program and support providers in making the successful transition to dental managed care. Services will "go live" on October 1 and LIBERTY is hard at work developing the infrastructure to support its comprehensive program.

If your organization has operations in Oklahoma or you know providers in the state, please reach out and encourage them to contract with LIBERTY.

For more information, visit: <https://www.libertydentalplan.com/Oklahoma/LIBERTY-Dental-Plan-of-Oklahoma.aspx>.



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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
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ACCREDITED
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.

Out With the Old, In With the New... Provider Portal!

After several months of notifications, LIBERTY deactivated our old provider portal and transitioned all providers to our new platform effective February 12, 2021.

In case you missed the communications, everyone will need to register for a new account, even if you already have a previous portal account. The registration process should only take five (5) minutes and will give you access to all the new features listed below and more!

- Enhanced member search (allows for partial letters of last/first name or numbers to be entered and still find a match)
- Exportable member roster to Microsoft Excel
- Enhanced Eligibility tool to confirm member is eligible to be seen
- Improved Claims, Prior Authorization, and Referral Submission. Enhanced abilities for Prior Authorization/Referral status. Documents available online. No more waiting for mail.

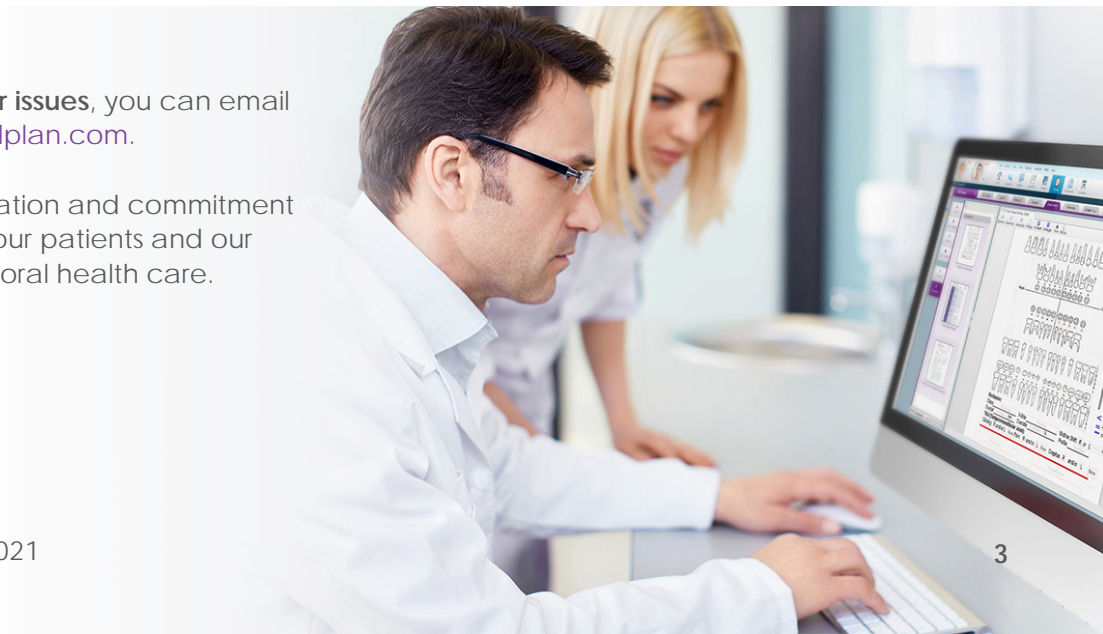
If you haven't registered already, you may notice a disruption in your portal access. Please follow the below instructions to register today!

- **To register**, you will need your **Office Number** and your **Access Code** which can be found on your original Welcome Letter.
- **Logon to** <https://providerportal.libertydentalplan.com/>
- **Click on Sign-up Now** and follow the instructions to setup your new account. Refer to the "Portal Help Guide" on the logon screen for help with account registration.
- **The new portal training guide** covering all functionality is available in the Resources section once you login.

If you require a LIVE demonstration, please contact your assigned Provider Relations Network Manager.

 **If you have any questions or issues**, you can email portalsupport@libertydentalplan.com.

LIBERTY appreciates your participation and commitment to our mutual goal of providing your patients and our members with the highest quality oral health care.



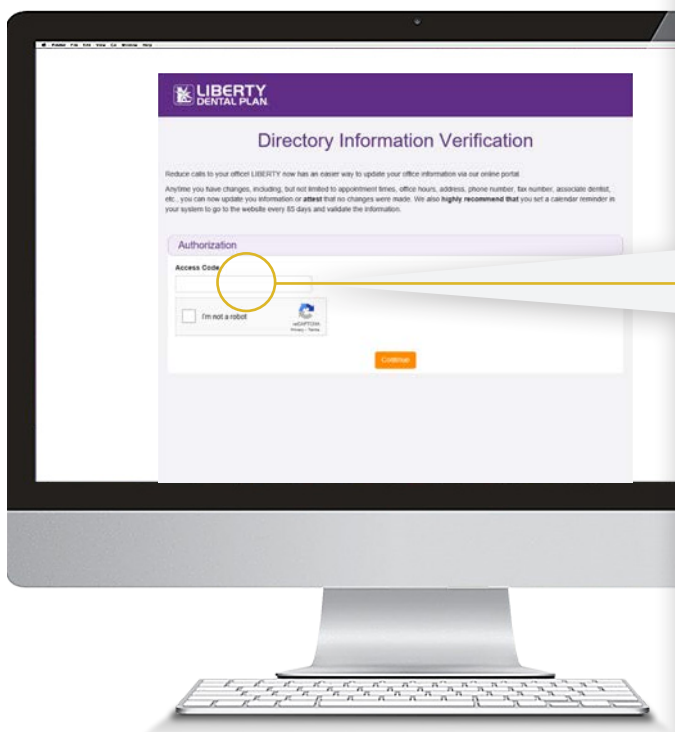
new

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 want our members to have an accurate provider directory. 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?

You can update anytime, including, but not limited to appointment times, office hours, addresses, phone numbers, fax numbers, associate dentists, etc. You can also update or **attest** that no changes were made this quarter. We **highly recommend** that you set a calendar reminder in your system to go to the website every eight-five (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
- Prevent filling out paper forms, 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 ninety (90) days

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

Less than five (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?

Please allow up to five (5) business days for updates to be reflected on the website. Some changes may require additional time to research and process.

Who do I contact for further information on ProviderDIV online?

Please contact your assigned Provider Relations Network Manager.

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.

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.

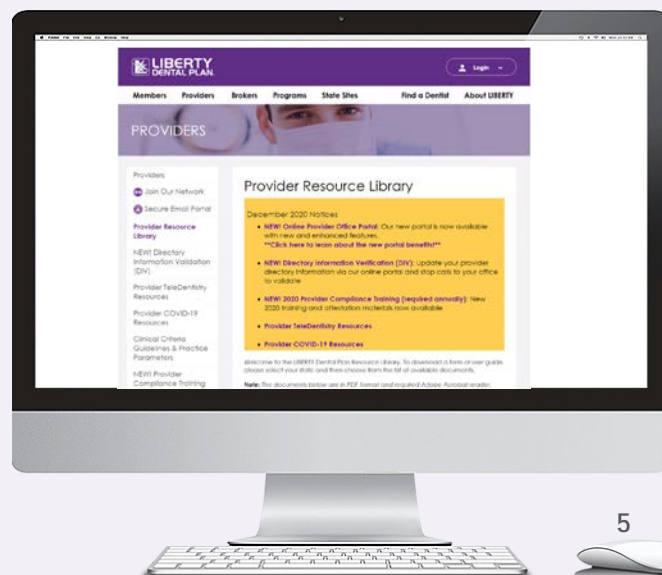
LIBERTY wants to partner with you to identify those patients that miss their appointments when they cannot provide the courtesy of cancelling their appointment with more than 24 hours' notice.

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.

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>.



Value-Based Program to Improve Dental Care

As one of the nation's premier dental insurers, LIBERTY continues to introduce innovative programs to ensure members receive the best dental care possible. LIBERTY's Value-Based Program revolutionizes dental care by **rewarding providers** who manage patient oral health and produce improved outcomes for members.

LIBERTY's Value-Based Program incentivizes providers to deliver preventive care and reduce patients' caries risk; rather than the traditional Fee-For-Service (FFS) model, that incentivizes the volume of services provided and does not link payment with patients' oral health outcomes. LIBERTY launched its pilot Value-Based Program in Summer 2019. After more than a year of proven success, LIBERTY expanded the program, effective December 1, 2020. LIBERTY will use a phased approach to adding value-based care in additional markets and across various lines of business through 2021 and beyond.



Benefits and Rewards for Utilization, Services
and Healthy outcomes



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 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.



did you know

LIBERTY offers free interpretation services
in 150 languages

Provider Compliance Training Available (Required Annually)

LIBERTY monitors and ensures that LIBERTY's contracted offices and their staff operate in compliance with applicable laws and regulations required by your contract with LIBERTY Dental Plan ("LIBERTY").

Contracted offices have the option to ensure that all providers and other personnel complete LIBERTY's required trainings listed below or other comparable trainings on the required topics within thirty (30) days of initial hiring or contracting and annually thereafter.

By signing the attestation, you are affirming your commitment with each of the training topics below:

- ▶ **Affordable Care Act Section 1557**
- ▶ **Code of Conduct***
- ▶ **Compliance Plan***
- ▶ **Critical Incident**
- ▶ **Cultural and Linguistic Competency**
- ▶ **Fraud Waste & Abuse** (CMS Medicare Part C & D)
- ▶ **Fraud Waste & Abuse** (LIBERTY)
- ▶ **General Compliance** (CMS Medicare Part C & D)
- ▶ **HIPAA** (Privacy & Security)

Record Retention. Provider(s)/Office(s) must maintain supporting documentation for a period of ten (10) years after training completion.

**Note: LIBERTY is required to communicate, through dissemination of LIBERTY's Code of Conduct and Compliance Plan, its commitment to conducting business in an ethical manner, and consistent with governing law and program requirements. LIBERTY will also accept the dissemination of Provider's comparable Code of Conduct and Compliance Plan to fulfill this requirement.*

How to Access the FREE Training Modules:


Training modules are available on LIBERTY's website at the following link: <https://www.libertydentalplan.com/Providers/Provider-Training-1.aspx>


How to Submit the Attestation:

Download the Attestation at https://www.libertydentalplan.com/Resources/Documents/ma_Provider_Compliance_Training_Attestation.pdf.

Attestations may be returned via one of the following means:

 **Electronically** by going to Step 2 on our website at <https://www.libertydentalplan.com/Providers/Provider-Training-Acknowledgement.aspx> (**Preferred**)

 **Emailing** a scanned copy of the completed attestation to:
Florida FLinquiries@libertydentalplan.com **All Other States** Provider@libertydentalplan.com

 **Faxing** to **800.268.0154**

 **Mailing** the attestation form to:
 LIBERTY Dental Plan, Attention: Provider Relations, P.O. Box 26110, Santa Ana, CA 92799-6110

If you have any questions, please call **888.352.7924**, or send an email to the above applicable email address.

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:

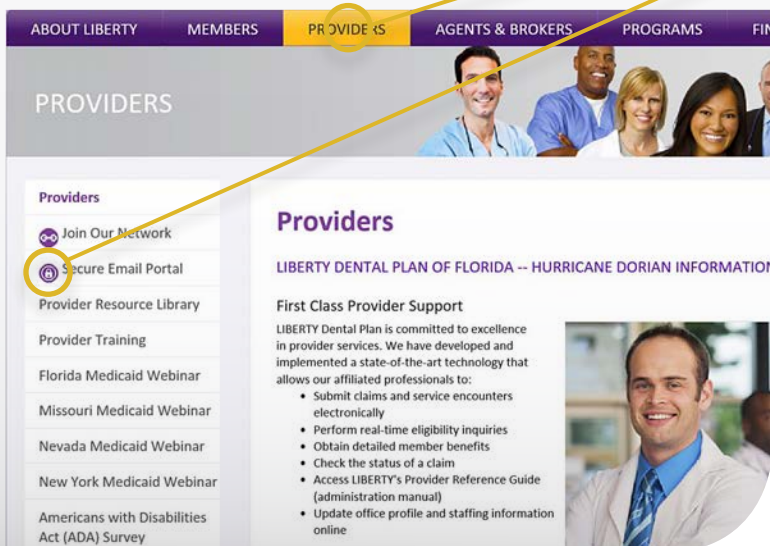
- Use of PHI (including member name, ID, or other identifying information) in the subject lines of emails or to name e-files is **not** permitted.
- Use of free email service providers, like Gmail, Hotmail, or Yahoo, is **not** a permitted method for transmitting LIBERTY Member PHI*.
- Transmission of 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 10)



Safeguarding PHI - Important Reminders (Continued)

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 Medicaid/Dental Identity Theft

Medical/Dental identity theft is when someone **steals or uses a member's personal information** (name, Social Security number, or Medicare/Medicaid number), to submit fraudulent claims to Medicare/Medicaid and other health insurers without the member's authorization. Medical/Dental identity theft is a crime.

LIBERTY encourages our Dental Providers to report suspected medical/dental identity fraud to LIBERTY's Special Investigation Unit by emailing: SIU@libertydentalplan.com or calling our anonymous FWA hotline **1.888.704.9833**.