



Making members shine, one smile at a time™



Orientation Overview

For Participating Dentists and Staff

Medicare Advantage



Office # _____

Access Code: _____



welcome

LIBERTY Dental Plan (LIBERTY) welcomes you as a network provider. We look forward to working together with you and your office staff. This guide has been prepared to assist you and your staff with the administration of the LIBERTY program.

Member Eligibility

We recommend that your office staff verify eligibility for each member prior to their appointment. A LIBERTY ID card does not guarantee eligibility. Real-Time member eligibility can be verified by visiting our website at www.libertydentalplan.com or by calling our Member Services Department at 888.352.7924, Monday through Friday, 8 am to 8 pm EST.

EPO

Contracted EPO network dentists are compensated on a contracted fee schedule, less applicable member's copayment. Offices are encouraged to submit claims each month to ensure timely payment. For additional information regarding EPO payment and eligibility, please contact our Member Services Department at 888.352.7924, Monday through Friday, 8 am to 8 pm EST, or use our Provider Portal.

Claims and Pre-Estimate Submission

LIBERTY is committed to efficient and accurate processing of claims. We highly recommend that claims be submitted electronically. Network dentists are encouraged to submit clean claims within 45 days once treatment is complete. Following are the ways to submit a claim or pre-estimate:

- By submitting data electronically – Payor ID CX083
- By using a standard ADA form
- By using LIBERTY's Provider Portal

Mail claims to: LIBERTY Dental Plan,
Attn: Claims, PO Box, 401086, Las Vegas, NV 89140

Specialty Care Referrals

To determine if a specialty care referral is required or to request a referral form, please contact our Member Services Department at 888.352.7924, Monday through Friday, 8 am to 8 pm EST.

Quality Assurance

LIBERTY is committed to ensuring and optimizing high standards of quality. Our Quality Assurance Management Program oversees the quality of care administered by network dentists.

Areas of plan oversight include:

- Complaint and grievance review
- Utilization Management
- Accessibility monitoring
- Periodic onsite assessments of dental facilities
- Satisfaction surveys
- Credentialing and Re-Credentialing (NCQA Standards)
- Health promotion and preventive care
- Reporting results and implementing corrective actions





Quality of Dental Care

LIBERTY's quality of care guidelines apply to all contracted network providers. Each contracted provider must have established protocols in place for the following:

- Patient confidentiality and protected health information (PHI) security to be maintained
- Documentation of medical and dental history
- Dental records
- Informed patient consent
- Personal protective equipment, face mask, gloves, barrier clothing
- Radiographs
- Continuity of care for maintaining good oral health
- Oral diagnosis and treatment planning procedures

Patient Treatment Plan

Members should receive a written treatment plan and estimate of costs based on the member's explanation of benefits before treatment begins. A dentist may propose alternate treatment to a member including covered and non-covered services.

Treatment Plan Sequencing:

- Procedures for the relief of pain and discomfort, elimination of infection, irritations and trauma
- Treatment of active dental decay, necessary extractions, periodontal treatment, prophylaxis and oral hygiene instructions
- Final restorations and replacement of missing teeth
- Placement of an active recall system

Members may request a consultation with another network dentist for a second opinion to confirm the diagnosis and/or treatment plan. Dentists should refer these members to our Member Services Department at 888.352.7924, Monday through Friday, 8 am to 8 pm EST.

Patient Access Standards

LIBERTY appointment standards ensure patient access to dental services within specified time frames.

- **Non-urgent appointments** (exams, x-rays, restorative care)
Not to exceed 30 business days
- **Emergency appointments** (acute pain/swelling/bleeding)
24 hours a day, 7 days a week
- **Preventive care** (prophys or periodontal care)
Not to exceed 30 business days
- **Lobby waiting time** (for scheduled appointments)
Not to exceed 30 minutes

Language Assistance

As part of the Language Assistance Program, LIBERTY offers interpreter services to dentists and their staff. To obtain assistance, please contact LIBERTY's Member Services Department at 888.352.7924



On-Line Services

LIBERTY offers 24/7 real-time access to information and tools through our secure online Provider Portal. Please visit www.libertydentalplan.com to register as a new user and/or login. Office's "Access Code" will be required to register and can be found on your LIBERTY Welcome Letter.

Following are a few of the features that can be utilized through our Provider Portal:

- Real-time member eligibility and benefit information, including status of annual maximum and deductibles
- Submission of claims and x-rays
- Submission of specialty care referrals
- Viewing of claim status, including adjudication results
- Automatic response to provider authorization requests

If you cannot locate your access code or need help with the login process, please contact our on-line administrator at 888.352.7924 for assistance Monday through Friday, 8 am to 8 pm EST or by e-mail at: support@libertydentalplan.com.

Changes to Office Profile - should be submitted to LIBERTY immediately

Office changes requiring notification to LIBERTY are:

- Address Updates - such as treatment and/or billing locations
- Tax Identification Number - include a copy of the signed IRS W-9 form
- New Dentists - require a completed and signed LIBERTY Credentialing application
- Ownership Change
- Telephone Number
- Fax Number
- Office Hours
- Language Proficiency

Send profile changes to address below.

Contact Us

For Claims:

LIBERTY Dental Plan
Attn: Claims
PO Box 401086
Las Vegas, NV 89140

For Profile Changes:

LIBERTY Dental Plan
Attn: Professional Relations
PO Box 401086
Las Vegas, NV 89140
Fax: 888.268.0154

For General Inquires:

Call Member Services: 888.352.7924
Hours: M-F, 8 am to 8 pm EST
Email Professional Relations:
prinquiries@libertydentalplan.com
Website: www.libertydentalplan.com

Personalized Service

Our network managers are available to provide exceptional service. Please contact LIBERTY Dental Plan: **888.703.6999**