

LIBERTY
DENTAL PLAN

ON-LINE PROVIDER PORTAL USER GUIDE



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Getting Started

System Requirements

- Internet Connection (Internet Explorer 7 or later)
- Adobe Acrobat Reader

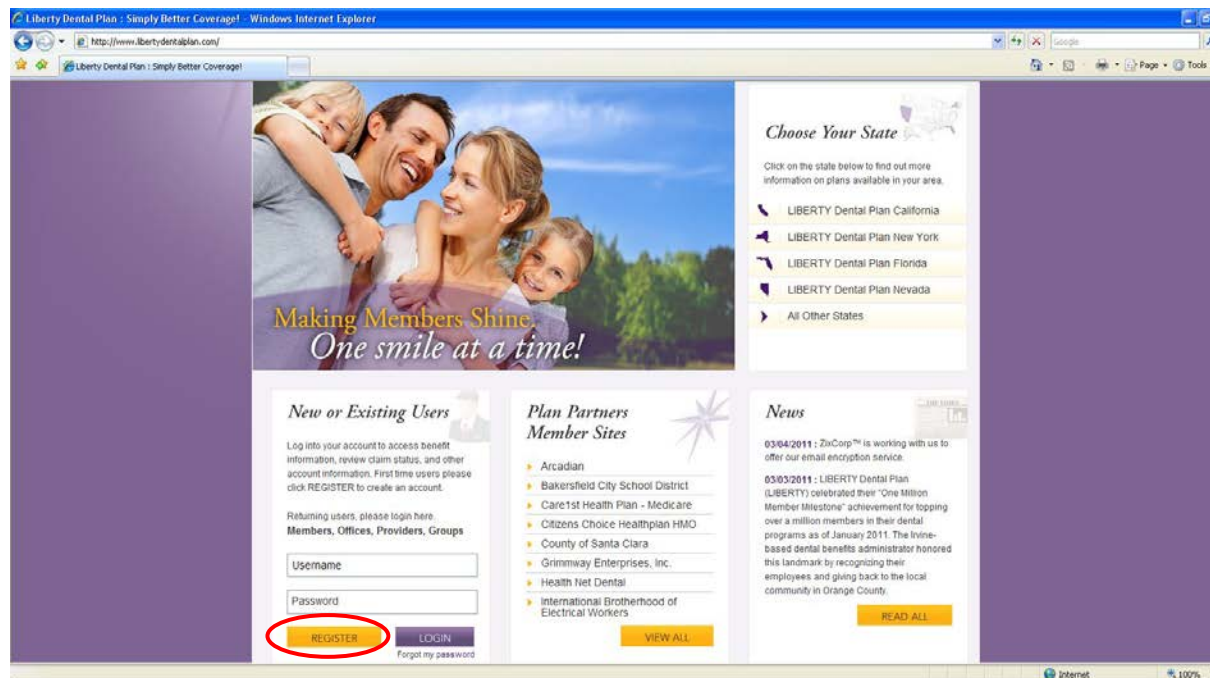
Office Number and Access Code

All contracted network dental offices are issued a unique **Office Number** and **Access Code**. These numbers can be found on your LIBERTY Dental Plan Welcome Letter and are required to register your office on LIBERTY's On-Line Provider Portal.

If you are unable to locate your Office Number and/or Access Code, please contact our Professional Relations Department at (888) 700-0643 for assistance.

New Office Registration

1. To register a new office, enter the following website address into your browser: www.libertydentalplan.com



2. Click on **Register**

A designated Office Administrator should be the user to set up the account on behalf of all providers / staff. The Office Administrator will be responsible for adding, editing and terminating additional users within the office.

1. Select **Office** as the **TYPE** of user

The screenshot shows a web browser window titled "ITransact Create Accounts - Windows Internet Explorer". The address bar shows the URL "https://itransact.libertydentalplan.com/LBT/ITransact/Logon/CreateAccounts.aspx". The page has a dark blue header and a sidebar with "Home" and "Logon" links. The main content area is titled "Create an Account" and contains the following fields:

- 1. Choose the TYPE of user you would like to create an account for: A dropdown menu with "Office" selected and a "Select" button.
- 2. Enter the following account information below:
 - Office Number: [Text Box]
 - Access Code: [Text Box]
 - Phone Number: ([Text Box]) [Text Box] - [Text Box]
 - Account User First Name: [Text Box]
 - Account User Last Name: [Text Box]
 - Account User Name: [Text Box]
 - Account Password: [Text Box]
 - Confirm Password: [Text Box]

A "Create Account" button is located at the bottom of the form. The footer of the page includes the HP logo and text: "Copyright © 1999 - 2011 Health Solutions Plus Version 9.17.2". The browser status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

2. Fill out necessary information. Enter your 6-digit **Office Number** (include leading zeros). The **Office Number** and **Access Code** can be found in your LIBERTY Dental Plan Welcome Letter
3. Click **Create Account**

My Preferences

After initial set-up, you will be directed to **Preferences**

1. Make sure that your default is set to **Dental**
2. Select your office's various **Preferences**

Office

Office's Claims

Submit a Claim

Office's Referrals

Submit a Referral

Check Eligibility

My Members

My Providers

My Profile

My Preferences

Other Providers

Talk To Us

Manage Users

Resources

Logoff

1. Select provider:

	NPI	Provider #	Provider Name
Selected	All	All	All
Select			
Select			
Select			

2. Select provider type:

☒ Dental ☐ Medical

3. Show EOP after submitting a claim:

☒ Yes ☐ No

4. Show details after submitting a referral:

☐ Yes ☒ No

5. Default to Assignment of Benefits:

☒ Yes ☐ No

6. How many claims to display per page:

50

7. How many days back for claims lookup:

Last Month

8. Default to Place of Service on Claim Submission page (HCFA claims only):

11-office

9. Member Number Search Option (Member Number / Policy Number)

Member #

Service Date(s)

U.S. dollar

10. Submit a claim default options:

11. Default billing currency:

Save

****Please note that Evidence of Payment (EOP) is sent to providers and Evidence of Benefits (EOB) is sent to members.**

3. Click **Save**

Your office's preferences can be updated any time by visiting the **My Preferences** tab on the left of the screen.

Add a New User

The Administrator can add additional users by:

1. Click on the **Manage Users** tab on the left of screen

The screenshot shows a web browser window with the URL <http://apsrvr3/PT/ITransact/Common/ViewUsers.aspx>. The page title is "LIBERTY DENTAL PLAN". On the left sidebar, the "Manage Users" tab is highlighted. The main content area displays a table with user information and a message "Update Successful.".

User Name	First Name	Last Name	User Status	Change Status
Edit dr	test	test	View Roles Active	Disable
Edit dr			View Roles Active	Disable

[Add a User](#)

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2. Click **Add User**

3. Input a unique **User Name, Password, First Name, Last Name, and Email Address**. All fields marked with an asterisk (*) are required.
4. Click **Add User**

The screenshot shows a web browser window with the URL `http://apsrvr3/PT/Transact/Common/AddUser.aspx?NewUser=N`. The page title is "LIBERTY DENTAL PLAN". On the left is a navigation menu with links: Office, Office's Claims, Submit a Claim, Office's Referrals, Submit a Referral, Check Eligibility, My Members, My Providers, My Profile, My Preferences, Other Providers, Talk To Us, Manage Users, Resources, and Logoff. The main content area has a purple header bar that says "Adding additional user to Aliso Park Dental(004265)". Below this is a form with the following fields: *User Name: (text box), *Password: (text box), *Confirm Password: (text box), *First Name: (text box), *Last Name: (text box), Middle Initial: (text box), and *Email Address: (text box). The "Add User" button is circled in red. At the bottom left is the HP logo and copyright text: "Copyright © 1999 - 2012 Health Solutions Plus Version 9.18.3".

LIBERTY DENTAL PLAN

Office
Office's Claims
Submit a Claim
Office's Referrals
Submit a Referral
Check Eligibility
My Members
My Providers
My Profile
My Preferences
Other Providers
Talk To Us
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Resources
Logoff

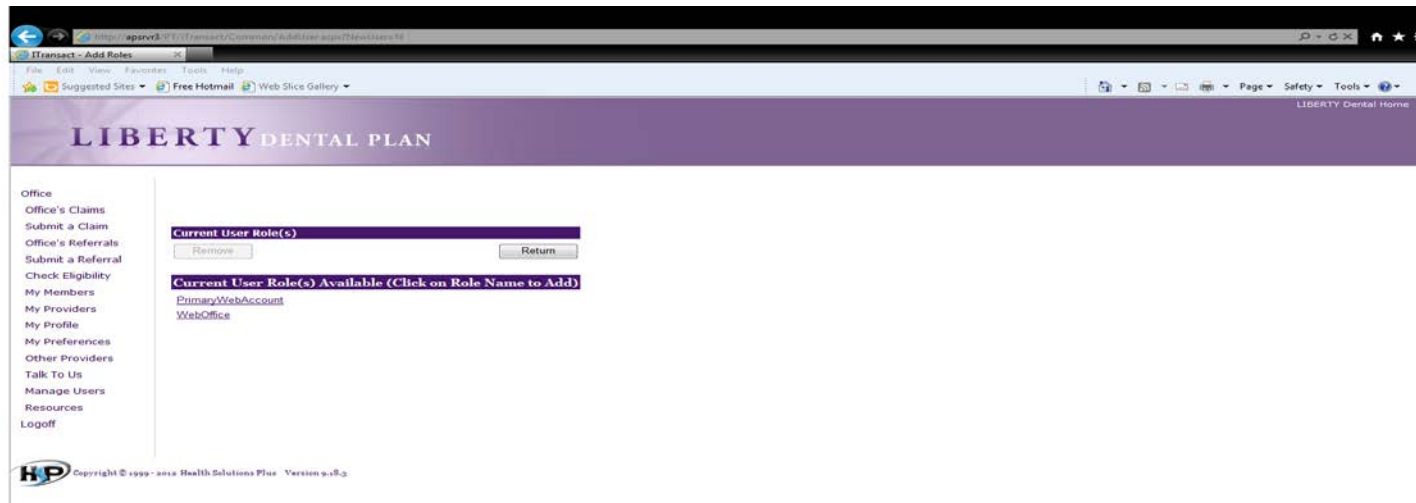
Adding additional user to Aliso Park Dental(004265)

*User Name:
*Password:
*Confirm Password:
*First Name:
*Last Name:
Middle Initial:
*Email Address:
Add User

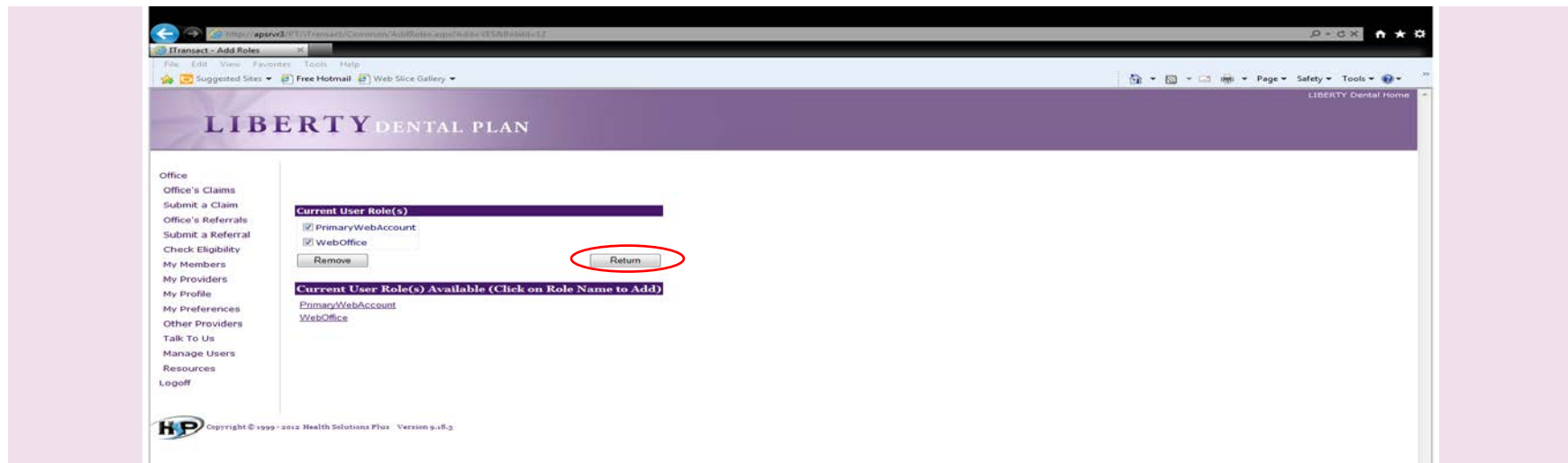
HP Copyright © 1999 - 2012 Health Solutions Plus Version 9.18.3

Set New User Roles:

1. We suggest that you click on **PrimaryWebAccount** and **WebOffice** to grant the User access to view and update information for the office. Once you click on each role in Current User Role(s) Available, the roles will move up to Current User Role(s)



2. Check **PrimaryWebAccount** and **WebOffice** then click **Return**



Disable and Enable Users

Once a new User is set up, the Administrator has the ability to enable or disable their account.

1. Click on the **Manage Users** tab on the left of screen.
 - If the User Status is **Active**, the account is **Enabled**. To disable the account, click on **Disable** under **Change Status**.
 - If the User Status is **Disabled**, the account is not active. To reinstate the account, click **Enable** under **Change Status**.

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User Name	First Name	Last Name	User Status	Change Status
Edit dr	test	test	View Roles Active	Disable
Edit testuser	Test	User	View Roles Disabled	Enable
Edit testuser2	Test	User2	View Roles Disabled	Enable
Edit dr			View Roles Active	Disable

Update Successful.
[Add a User](#)

Click **Disable** to deactivate user account.

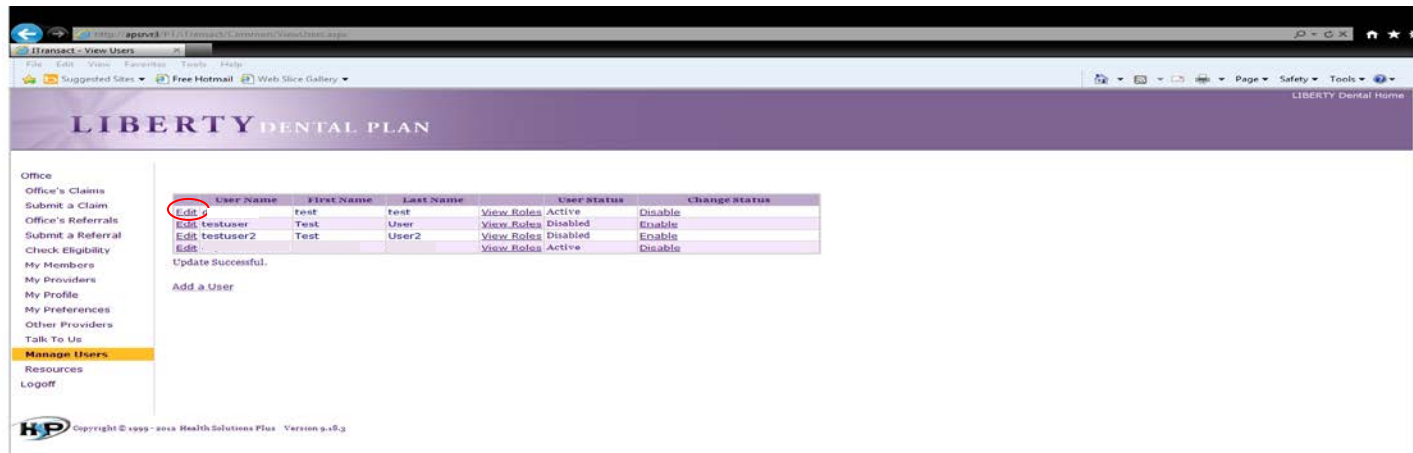
Click **Enable** to reactivate user account.

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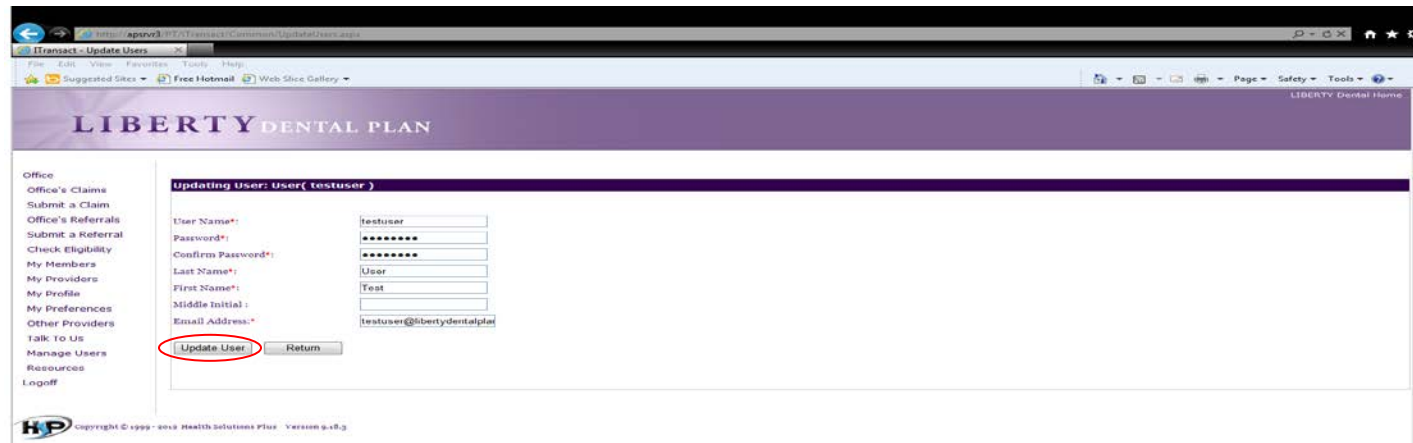
Edit User Information

The Administrator can edit a User's information

1. Click on the **Manage Users** tab on the left of screen.
2. Click **Edit** for the User you would like to edit



3. Update User information



4. Click **Update User**

My Profile

You can view your Office's information as it is current in our system by clicking **My Profile** in the left tab. This information can only be updated by contacting your Professional Relations Network Manager.

LIBERTY DENTAL PLAN

LIBERTY Dental Home

Office

- Office's Claims
- Submit a Claim
- Office's Referrals
- Submit a Referral
- Check Eligibility
- My Members
- My Providers
- My Profile**
- My Preferences
- Other Providers
- Talk To Us
- Manage Users
- Resources
- Logoff

Office Properties	
Name:	
Address:	
Contact Name:	
Contact Email:	
Phone #:	
Fax:	
Wheelchair Access:	N
Available After Hours:	N
Number Of Physicians Extensors:	1
Facility Operating Number:	

Mapped Providers			
Last Name	First Name	Number	NPI

Office Hours	
Monday:	
Tuesday:	
Wednesday:	
Thursday:	
Friday:	
Saturday:	
Sunday:	

Languages	
Name	Use
Vietnamese	Primary
English	Secondary
Persian (T)	Secondary
Spanish	Secondary

Additional Service(s)

125%

My Providers

You can view a list of all Providers linked to your office in our system by clicking **My Providers** on the left side of the screen. Only providers who have completed the LDP credentialing process will appear on the **My Providers** screen. Please contact your Professional Relations Network Manager to add, terminate or request the status of a Provider.

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Submit a Referral

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Select your provider:

	NPI	Provider #	Provider Name
Selected	All	All	All
Select			
Select			
Select			

Log On

To access your account, visit www.libertydentalplan.com

1. Enter your **Username** and **Password**. Remember to enter the information exactly as you created it. (Usernames and passwords are case sensitive)

Liberty Dental Plan : Simply Better Coverage! - Windows Internet Explorer

http://www.libertydentalplan.com/

Liberty Dental Plan : Simply Better Coverage!

**Making Members Shine.
One smile at a time!**

Choose Your State

Click on the state below to find out more information on plans available in your area.

- LIBERTY Dental Plan California
- LIBERTY Dental Plan New York
- LIBERTY Dental Plan Florida
- LIBERTY Dental Plan Nevada
- All Other States

New or Existing Users

Log into your account to access benefit information, review claim status, and other account information. First time users please click REGISTER to create an account.

Returning users, please login here.
Members, Offices, Providers, Groups

Username

Password

REGISTER LOGIN

Forgot my password

Plan Partners Member Sites

- Arcadian
- Bakersfield City School District
- Care1st Health Plan - Medicare
- Citizens Choice Healthplan HMO
- County of Santa Clara
- Grimmway Enterprises, Inc.
- Health Net Dental
- International Brotherhood of Electrical Workers

News

03/04/2011 : ZixCorp™ is working with us to offer our email encryption service.

03/03/2011 : LIBERTY Dental Plan (LIBERTY) celebrated their "One Million Member Milestone" achievement for topping over a million members in their dental programs as of January 2011. The Irvine-based dental benefits administrator honored this landmark by recognizing their employees and giving back to the local community in Orange County.

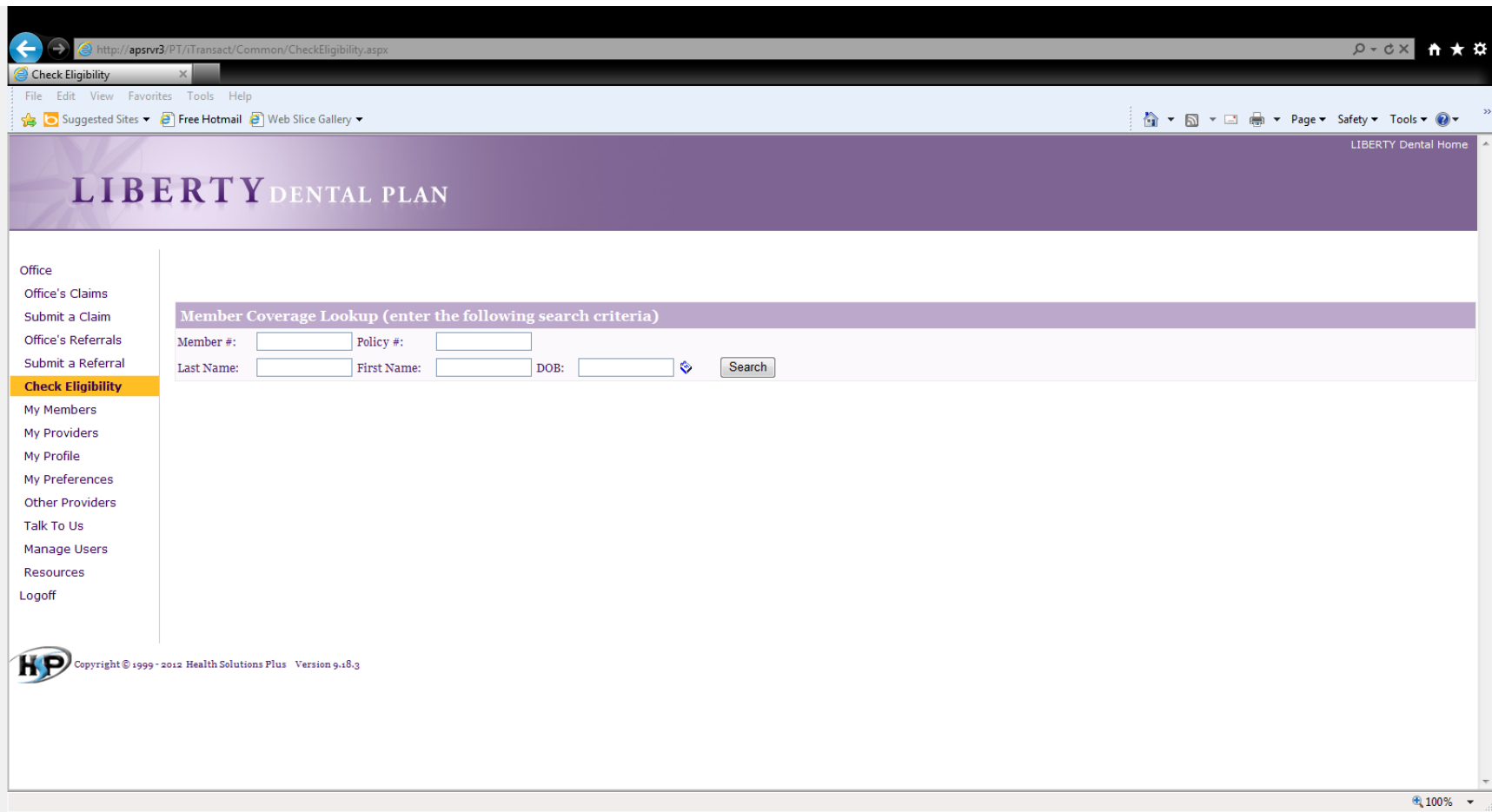
READ ALL

2. Click **LOGIN**

Member Eligibility & Benefits

Check Eligibility

1. Click on the **Check Eligibility** tab on the left of screen
2. Enter **Last Name, First Name** and any combination of **Member Number, Policy Number** and **DOB**
(we recommend using **Last Name, First Name** and **DOB** for best results)



The screenshot shows a web browser window with the URL <http://apsrvr3/PT/Transact/Common/CheckEligibility.aspx>. The page title is "Check Eligibility". The browser's address bar shows the URL, and the toolbar includes standard navigation buttons. The page content features a purple header with the "LIBERTY DENTAL PLAN" logo. On the left, a navigation menu lists various options, with "Check Eligibility" highlighted in orange. The main content area is titled "Member Coverage Lookup (enter the following search criteria)". It contains a form with input fields for "Member #:", "Policy #:", "Last Name:", "First Name:", and "DOB:". A "Search" button is located to the right of the "DOB" field. The footer of the page includes the "HP" logo and the text "Copyright © 1999 - 2012 Health Solutions Plus Version 9.18.3".

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Logoff

Member Coverage Lookup (enter the following search criteria)

Member #: Policy #:
Last Name: First Name: DOB:

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3. Click **Search**

Benefits

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Member Coverage Lookup (enter the following search criteria)

Member #: Policy #:
Last Name: First Name: DOB:

1 member coverage(s) found

Utilizations	Benefits	Member #	Policy #	Last Name	First Name	DOB	Group Name	Effective Date	Expiration Date	Add Claim
view	view		N/A					9/1/2010	12/31/9999	add

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4. To view a member's benefit utilization, click on the **View** under Utilizations
5. To view a Summary of Benefits, click on the **View** under Benefits

Example of Member Utilization Screen

View Utilizations

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LIBERTY Dental Home

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Member [View Benefits](#) [Add Claim](#)

Member #: Start Date: 2/1/2011 End Date: 1/10/2012

Last Name: First Name: Refresh

*Note - Next Available Date and Units will only be provided when the End Date for Utilizations is set to today

Service Type	Service Description	Period Start Date	Period End Date	Units Used	Unit Value	Unit Type	Period	Next Available Date	Units Available	Step Down Benefits Name	Step Down Process Order	Step Down Limit Type
Prophylaxis (routine cleaning) Limitation	1 Prophylaxis (routine cleaning) per 6 Months	7/11/2011	1/10/2012	0.00	1.00	Units	6 Months	1/10/2012	1.00			
Full Mouth X-Ray Limitation	1 Full Mouth X-Ray per 36 Months	1/11/2009	1/10/2012	0.00	1.00	Units	36 Months	1/10/2012	1.00			
Fluoride Treatments	1 Fluoride Treatment per 6 Months	7/11/2011	1/10/2012	0.00	1.00	Units	6 Months	1/10/2012	1.00			
Replacement of Existing Full/Partial Maxillary Dentures	Replace Existing Full/Partial Maxillary Denture/5 Years	1/1/2008	12/31/2012	0.00	1.00	Units	5 Calendar Years	1/10/2012	1.00			
Replacement of Existing Full/Partial Mandibular Dentures	Replace Existing Full/Partial Mandibular Denture/5 years	1/1/2008	12/31/2012	0.00	1.00	Units	5 Calendar Years	1/10/2012	1.00			
Removable Unilateral Partial Denture	1 Removable Unilateral Partial Denture per site per 5 years	1/1/2008	12/31/2012	0.00	1.00	Units	5 Calendar Years	1/10/2012	1.00			
Denture/Partial Reline - Mandibular	2 Mandibular Denture/Partial Relines per 12 month period	2/1/2011	1/31/2012	0.00	2.00	Units	12 Calendar Months	1/10/2012	2.00			
Denture/Partial Reline	2 Maxillary Denture/Partial Relines per 12 month period	2/1/2011	1/31/2012	0.00	2.00	Units	12 Calendar Months	1/10/2012	2.00			

100%

Member Rosters (Capitation plans only)

For Offices that are participating in a capitation program, your monthly rosters can be viewed by clicking on the **My Members** tab located on the left side of the screen

LIBERTY DENTAL PLAN

Office

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Member Roster for Month:

January 2012

All Find Print

View members by last name initial:
 ALL | A * B * C * D * E * F * G * H * I * J * K * L * M * N * O * P * Q * R * S * T * U * V * W * X * Y * Z

1815 Member(s) Found

Utilizations	Benefits	Provider Last Name	Provider #	NPI	Member Number	Last Name	First Name	DOB	Gender	Address	City	State	Zip	Home Phone	Effective	Expiration	Add Claim
view	view		44558					10/9/1997	F		ALISO VIEJO	CA	92656		9/1/2011	12/31/9999	add
view	view		44558					10/19/2001	M		ALISO VIEJO	CA	92656		9/1/2011	12/31/9999	add
view	view		44558					9/8/2005	M		LAGUNA HILLS	CA	92653		5/1/2011	12/31/9999	add
view	view		44558					8/4/2009	M		LAGUNA WOODS	CA	92653		9/1/2011	12/31/9999	add
view	view		44558					5/18/1934	F		LAKE FOREST	CA	92630		1/1/2010	12/31/9999	add
view	view		44558					9/22/1962	M		MISSION VIEJO	CA	92692		1/1/2010	12/31/9999	add
view	view		44558					2/23/1945	F		MISSION VIEJO	CA	92692		8/1/2011	12/31/9999	add
view	view		44558					6/2/1944	F		CORONA DL MAR	CA	92625		1/1/2010	12/31/9999	add
view	view		44558					2/12/2004	M		LAGUNA HILLS	CA	92653		3/1/2011	12/31/9999	add
view	view		44558					4/25/1940	M		HOUSTON	TX	77072		1/1/2010	12/31/9999	add
view	view		44558					4/29/1939	F		CORONA DL MAR	CA	92625		1/1/2010	12/31/9999	add

- To sort membership assigned to an office by month, use the drop down menus to select **month/year** and select **All**. Click **Find**
- To sort membership assigned to a specific provider, select month/year and use drop down menu to select individual provider. Click **Find**

Once you have sorted the membership, you will be able to print monthly rosters from this page by clicking **Print**

Claims & Pre-Estimates

Submit a Claim or Pre-Estimate

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Create Claim

File Edit View Favorites Tools Help

Suggested Sites Free Hotmail Web Slice Gallery

Page Safety Tools

Dental Claim (ADA) Pre-Estimate Claim (EST) Professional Claim (HCFA)

Provider:
< Select a provider >

Vendor:
< Please select a provider first >

Patient: (Please select a patient)

Member #: Policy #: Last Name: First Name: DOB: Find

Patient Acct #: Billed Currency: U.S. dollar

Remove	Line	Serv. Date	From	Procedure Code	Tooth	Quadrant	Surface	Amount	Description
Remove	1								
Remove	2								
Remove	3								
Remove	4								
Remove	5								
Remove	6								
Remove	7								
Remove	8								
Remove	9								
Remove	10								

Add service line(s) # of lines: 1 Total Charge:

1. Click on the **Submit a Claim** tab on the left of screen
2. Select **Claim** or **Pre-Estimate Claim (EST)**
 - a) Choose treating provider
 - b) Choose office/location
 - c) Input Patient information i.e.: **Member #, Policy #, Last Name, First Name** or **DOB**
 - d) Submit up to 30 claims at a time. To add additional lines, click **Add Service Line(s)**

Submit Claims with Additional Information:

3. Check **Additional Information** at the bottom of the Submit a Claim Screen
 - a) Enter your remarks into the comment box
 - b) Add File – this feature can be used to attach digital x-rays or other information pertaining to the claim. (Note: there is a 2MB limit per attachment)
4. Check both **I Agree** boxes
5. Click on **Submit Claim**

Check the Status of a Claim or Pre-Estimate

1. To view the **Claim and Pre-Estimate** activity associated with your office, click on the **Office's Claims** tab on the left of screen.
2. Click on **Search by Date**, **Search by Claim Number** or **Search by Patient Account Number**
3. Use drop down menu to select **Claims** or **Pre-Estimate**

Search a Claim by Date(s), Member or Policy

View Claims

LIBERTY DENTAL PLAN

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• Search by Date • Search by Claim Number • Search by Patient Account Number

Claim Type: Claims Claim Status: ALL

Date Criteria: Date Received Date From: 12/10/2011 Date To: 1/10/2012

Member: *optional, last name or member # Policy #:

Provider: All Refresh

No claim found.

You can narrow your search results by: **Claim Status, Date(s), Members, Providers**

4. Click **Refresh**
5. Click **Search**

Example of Search Results for All Claims Status by Date

View Claims

File Edit View Favorites Tools Help

Suggested Sites Free Hotmail Web Slice Gallery

Office's Claims

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Search by Date Search by Claim Number Search by Patient Account Number

Claim Type: Claims Claim Status: ALL

Date Criteria: Date Received Date From: 11/1/2011 Date To: 1/1/2012

Member: *optional, last name or member # Policy #:

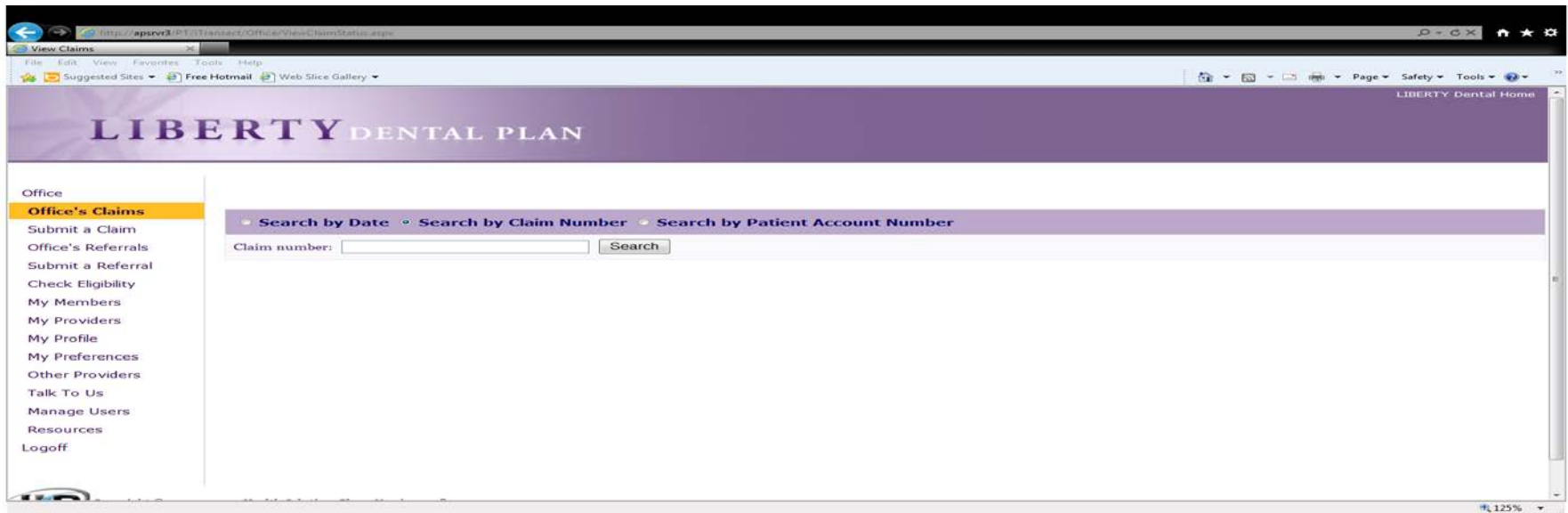
Provider: All Refresh

195 of 195 Claim(s) found.

Claim #	Provider LastName	Provider #	Member #	Policy #	Member LastName	Member FirstName	Patient Acct #	Ext. CLM #	Claim Status	Service Date From	Service Date To	Billed Currency	Charges	Date Received	Form Type
									Completed	11/23/2011	11/23/2011	U.S. dollar	0.00	12/9/2011	DEN
									Completed	11/23/2011	11/23/2011	U.S. dollar	0.00	12/9/2011	DEN
									Completed	11/23/2011	11/23/2011	U.S. dollar	0.00	12/9/2011	DEN
									Pending	11/23/2011	11/23/2011	U.S. dollar	0.00	12/9/2011	DEN
									Completed	11/23/2011	11/23/2011	U.S. dollar	0.00	12/9/2011	DEN
									Completed	11/23/2011	11/23/2011	U.S. dollar	0.00	12/9/2011	DEN
									Completed	11/23/2011	11/23/2011	U.S. dollar	0.00	12/9/2011	DEN
									Completed	11/23/2011	11/23/2011	U.S. dollar	0.00	12/9/2011	DEN
									Completed	11/23/2011	11/23/2011	U.S. dollar	0.00	12/9/2011	DEN
									Denied	11/23/2011	11/23/2011	U.S. dollar	0.00	12/9/2011	DEN
									Pending	11/23/2011	11/23/2011	U.S. dollar	0.00	12/9/2011	DEN

CLAIM STATUS	EXPLANATION
Completed	Claim is complete and one or more items have been approved
Denied	Claim is complete and all items have been denied
Pending	Claim is not complete. Claim is being reviewed and may not reflect the benefit determination

Search a Claim by Claim Number



1. Enter **Claim Number** in the search field
2. Click **Search**

Search a Claim by Patient Account Number

The screenshot shows a web browser window displaying the Liberty Dental Plan website. The browser's address bar shows the URL <http://apstvc3:8080/Transact/Office/ViewClaimStatus.aspx>. The website has a purple header with the text "LIBERTY DENTAL PLAN". On the left side, there is a navigation menu with the following items: Office, Office's Claims (highlighted), Submit a Claim, Office's Referrals, Submit a Referral, Check Eligibility, My Members, My Providers, My Profile, My Preferences, Other Providers, Talk To Us, Manage Users, Resources, and Logoff. The main content area has a purple sub-header with three tabs: Search by Date, Search by Claim Number, and Search by Patient Account Number (which is selected). Below the tabs, there is a search form with two fields: "Patient Acct #:" with a text input box, and "Provider:" with a dropdown menu currently set to "All". A "Search" button is located to the right of the dropdown menu. The browser's status bar at the bottom right indicates a zoom level of 125%.

1. Enter **Patient Account Number**
2. Select All Providers or Select Individual Treating Provider from drop down menu
3. Click **Search**

Specialty Care Referrals

Submit a Referral

1. Click on the **Submit a Referral** tab on the left of screen.

The screenshot shows a web browser window with the URL <http://apsrv3/PT/Transact/Provider/CreateReferral.aspx>. The browser's address bar and menu bar are visible. The page has a left sidebar with the following links: **Submit a Referral** (highlighted), Submit a Claim, Office's Referrals, Check Eligibility, My Members, My Providers, My Profile, My Preferences, Other Providers, Talk To Us, Manage Users, Resources, and Logoff. The main content area is titled 'Create Referral' and contains the following sections:

- Provider:** A dropdown menu labeled '< Select a provider >' with a red arrow pointing to it.
- Patient: (Please select a patient)**: Fields for Member #, Last Name, First Name, and DOB (mm/dd/yyyy). A 'Find' button is next to the DOB field. Below these fields are two radio buttons: 'Search by Member #' (selected) and 'Search by Policy #'.
- Specialty Information (Please select a specialty)**: Three dropdown menus for Provider Type (set to '< Any >'), Sub-type, and Specialty.
- Referral Information**:
 - Form Type: A dropdown menu set to 'Dental'.
 - Emergency Referral: A checkbox.
 - Consultation With Treatment: A checkbox.
 - *Period From: A date field set to '1/10/2012'.
 - *Period To: A date field set to '2/10/2012'.
 - *Max Visits: A text field set to '1'.
 - *Date Of Referral: A date field set to '1/10/2012'.
 - Primary Diagnosis Code: A text field.
 - Secondary Diagnosis Code: A text field.
 - Notes: A text area.
 - External Referral Number: A text field.
 - Number Of Radiographs: A text field.
 - External Radiograph #: A text field.

At the bottom of the form are two buttons: 'Add File' and 'Submit'.

2. Select the **Provider** referring the patient from the dropdown menu
3. Select either **Search By Member #** or **Search By Policy #**
4. Enter the patient's member or policy number, last name and first name.
5. Enter the referral information, required fields are denoted by the asterisk (*) symbol
6. Click **Add File** if you have x-rays or other files that pertain to the patient's referral
7. Click **Submit**

Search for a Referral

1. Click on the **Office's Referrals** tab on the left of screen
2. Select your search criteria from the top drop down menus
3. Click **Search**

The screenshot shows a web browser window with the URL `http://apsrvr3/PT/ITransact/Provider/ViewReferralStatus.aspx`. The page title is "View Referrals". On the left is a navigation menu with the following items: Office, Office's Claims, Submit a Claim, **Office's Referrals** (highlighted), Submit a Referral, Check Eligibility, My Members, My Providers, My Profile, My Preferences, Other Providers, Talk To Us, Manage Users, Resources, and Logoff.

The main content area is titled "Search for Referrals:". It contains search filters: Form Type (Dental), Referral Status (<none>), From (9/21/2011), To (10/1/2011), Providers (All), Member Number (empty), and Member Policy Number (empty). A "Search" button is located to the right of these filters.

Below the search filters, it states "10 Referral(s) found". A table displays the results with the following columns: Referral #, Member #, Policy #, Member LastName, Member FirstName, Referral Status, Date Of Referral, Referral Period From, Referral Period To, Date Received, and Ext. Referral #.

Referral #	Member #	Policy #	Member LastName	Member FirstName	Referral Status	Date Of Referral	Referral Period From	Referral Period To	Date Received	Ext. Referral #
					Approved	9/21/2011	9/21/2011	10/21/2011	9/21/2011	
					Approved	9/21/2011	9/21/2011	10/21/2011	9/21/2011	
					Approved	9/21/2011	9/21/2011	10/21/2011	9/21/2011	
					Approved	9/22/2011	9/22/2011	10/22/2011	9/22/2011	
					Approved	9/22/2011	9/22/2011	10/22/2011	9/22/2011	
					Approved	9/22/2011	9/22/2011	10/22/2011	9/22/2011	
					Denied	9/27/2011	9/27/2011	10/27/2011	9/26/2011	
					Approved	9/28/2011	9/28/2011	10/28/2011	9/28/2011	
					Approved	9/28/2011	9/28/2011	10/28/2011	9/28/2011	
					Approved	9/30/2011	9/30/2011	10/30/2011	9/28/2011	

At the bottom left, there is a logo for "HP" and the text "Copyright © 1999 - 2012 Health Solutions Plus Version 9.18.3". The bottom right corner shows a zoom level of 125%.

Provider Search

To search for network Specialty Care providers, click on the **Other Providers** tab on the left of screen

Office
Office's Claims
Submit a Claim
Office's Referrals
Submit a Referral
Check Eligibility
My Members
My Providers
My Profile
My Preferences
Other Providers
Talk To Us
Manage Users
Resources
Logoff

Find a Provider

1. Where do you want to find a provider?
Country: United States
City, State or County: <Any> County...
Or Zip:
within: Select a distance...

2. Please choose a Benefit Plan. ***Required to ensure provider accepts your plan.**
Benefit Plan: <Any>

3. What type of provider are you looking for?
Provider Type: <Any>
Sub-type:
Specialty:
Selected Specialty:

4. Would you like to refine your search for provider? ☒ Yes ☐ No
Last Name:
*If you know the provider's last name
Gender: ☐ Male ☐ Female ☒ Any
Language spoken: <Any>

Search

1. Choose country; City and State, or County; or Zip where the patient is seeking treatment
2. Choose the patient's benefit plan
3. Choose Provider type and specialty
4. Use Option 4 to search by provider last name
5. Click **Search**

Talk to Us

If you would like to contact a LIBERTY Representative about your Office, you can do so through our Provider Portal by clicking **Talk To Us** tab on the on the left side of your screen

1. Choose **Office**



Office

Office's Claims

Submit a Claim

Office's Referrals

Submit a Referral

Check Eligibility

My Members

My Providers

My Profile

My Preferences

Other Providers

Talk To Us

Submit a request for:

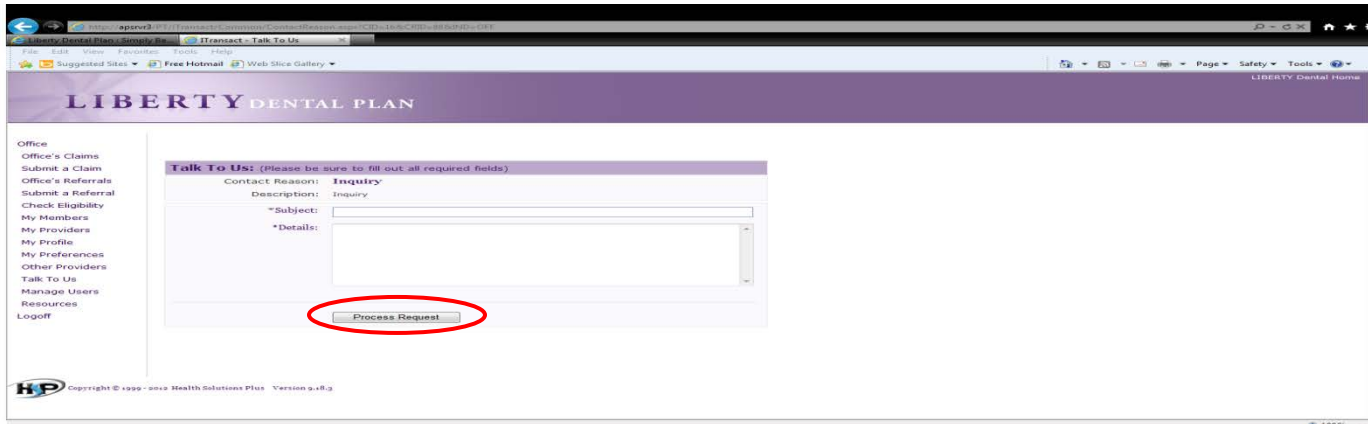
☒ Office ☐ Current Provider

Please select a contact reason:

■ Web Office Inquiry

Inquiry

2. Click **Inquiry**



LIBERTY DENTAL PLAN

Office

Office's Claims

Submit a Claim

Office's Referrals

Submit a Referral

Check Eligibility

My Members

My Providers

My Profile

My Preferences

Other Providers

Talk To Us

Manage Users

Resources

Logout

Talk To Us: (Please be sure to fill out all required fields)

Contact Reason: Inquiry

Description: Inquiry

*Subject:

*Details:

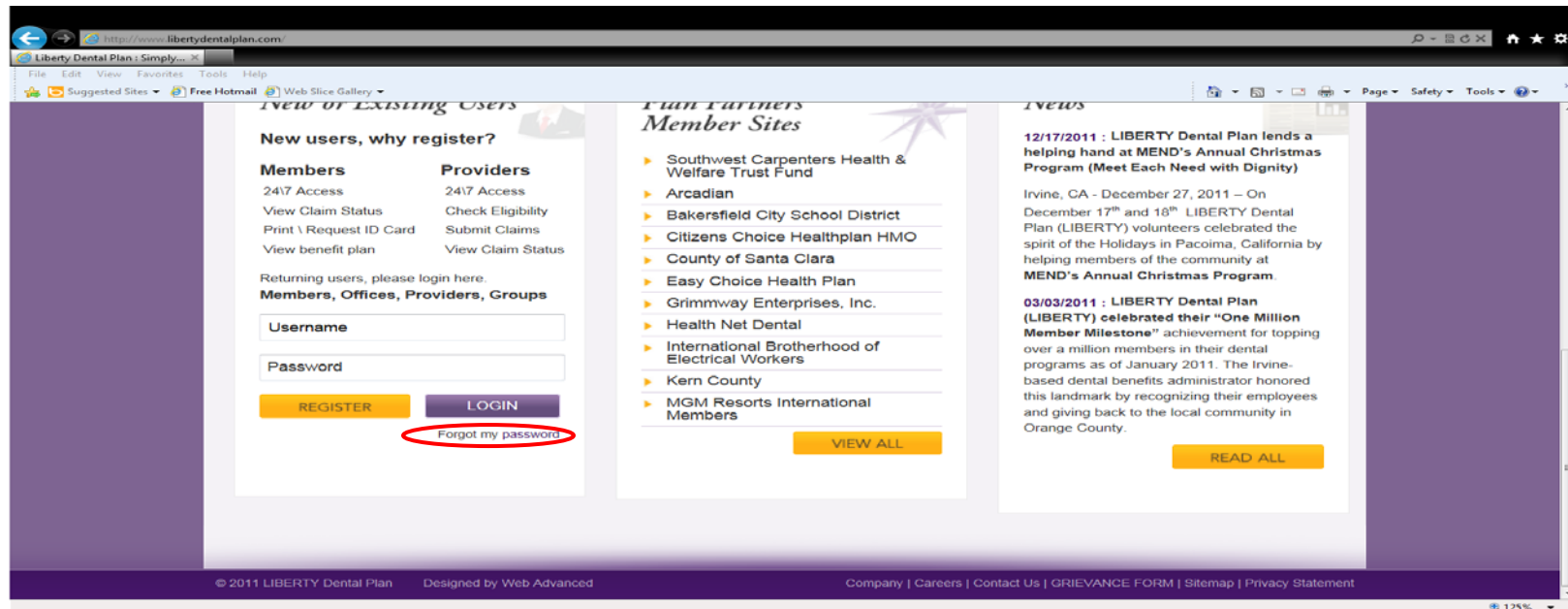
Process Request

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3. Enter your matter then click on **Process Request**

Password Reset

1. Visit www.libertydentalplan.com
2. Choose **Forgot My Password** (located below the "Login" button)



3. Choose **Office** as **TYPE**
4. Fill out necessary information. Enter your 6-digit **Office Number** (include leading zeros) and Access Code exactly as they are listed on your Welcome Letter

The screenshot shows a web browser window with the URL <https://transact.libertydentalplan.com/LBT/Transact/Logon/ResetPassword.aspx>. The browser's address bar and menu bar are visible. The website's header features the "LIBERTY DENTAL PLAN" logo. On the left, there are links for "Home" and "Logon". The main content area is titled "Reset Password" and contains the following steps:

1. Choose the TYPE of user you would like to reset password for:
2. Enter the following account information below:
 - Office Number:
 - Access Code:
 - Phone Number: () -
 - Account User Name:
 - New Password:
 - Confirm Password:

At the bottom of the form is a button. The footer of the page includes the H&P logo and the text "Copyright © 1999 - 2012 Health Solutions Plus Version 9.18.3". The browser's status bar at the bottom right shows a zoom level of 125%.

5. Click **Reset Password**