2012

LIBERTY
DENTAL PLAN

ON-LINE PROVIDER PORTAL USER GUIDE

LIBERTY
DENTAL PLAN ®

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Getting Started

System Requirements

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

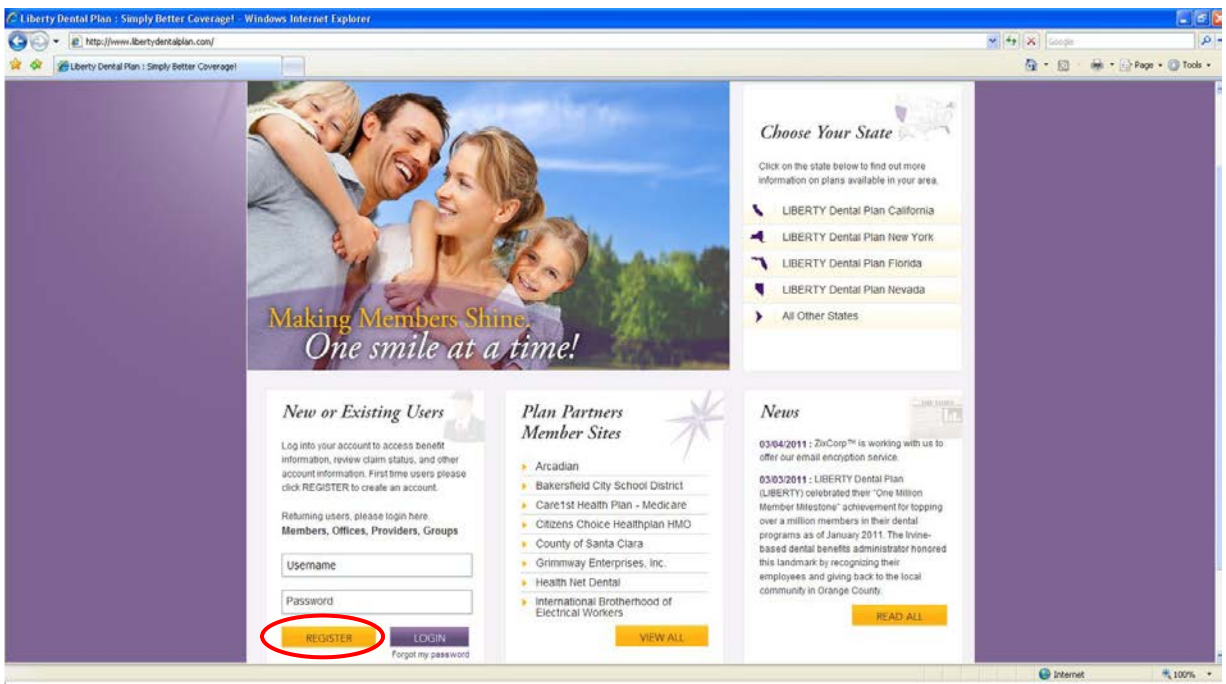
Office Number and Access Code

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

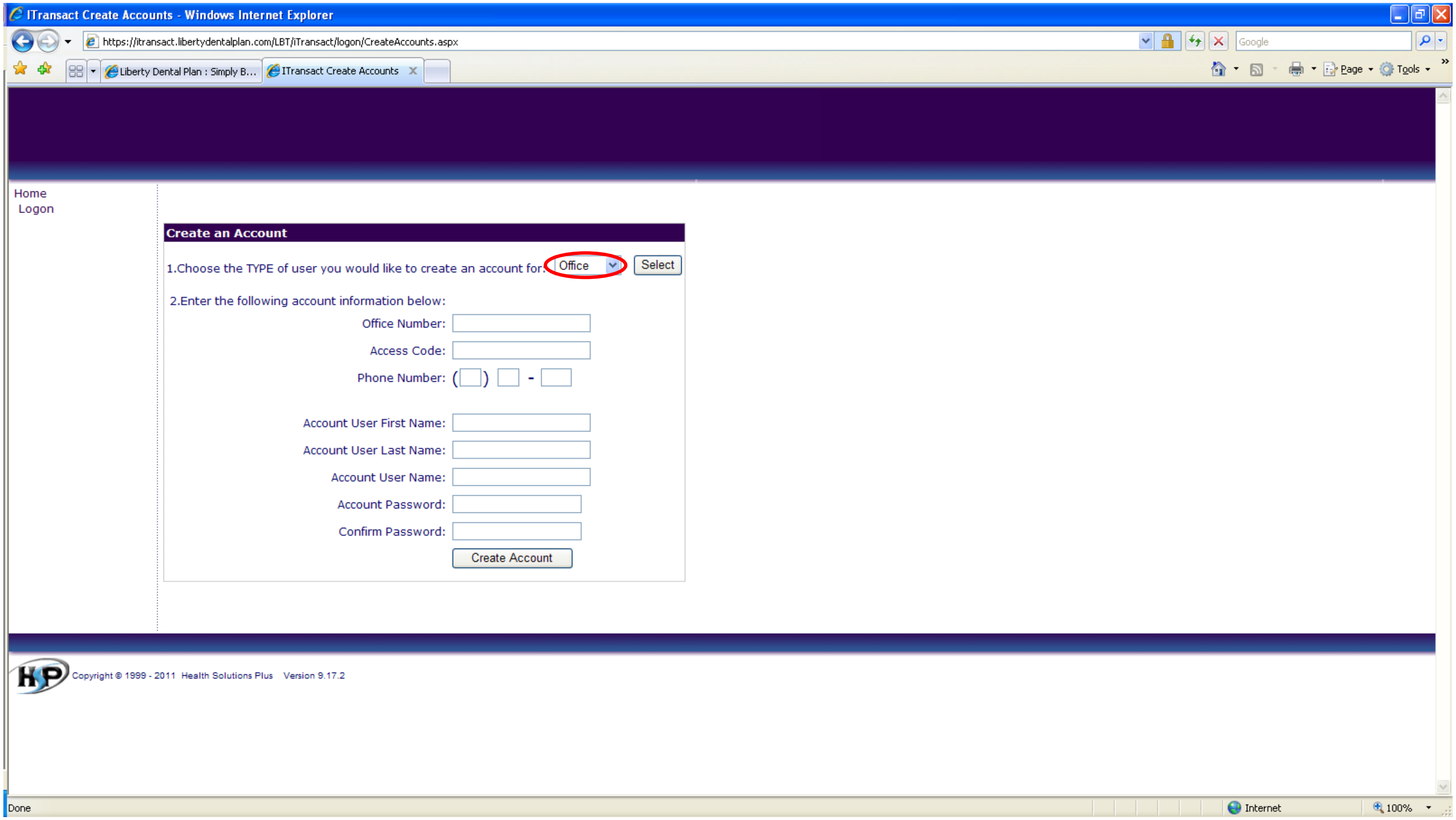
1. To register a new office, enter the following website address into your browser: www.libertydentalplan.com



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



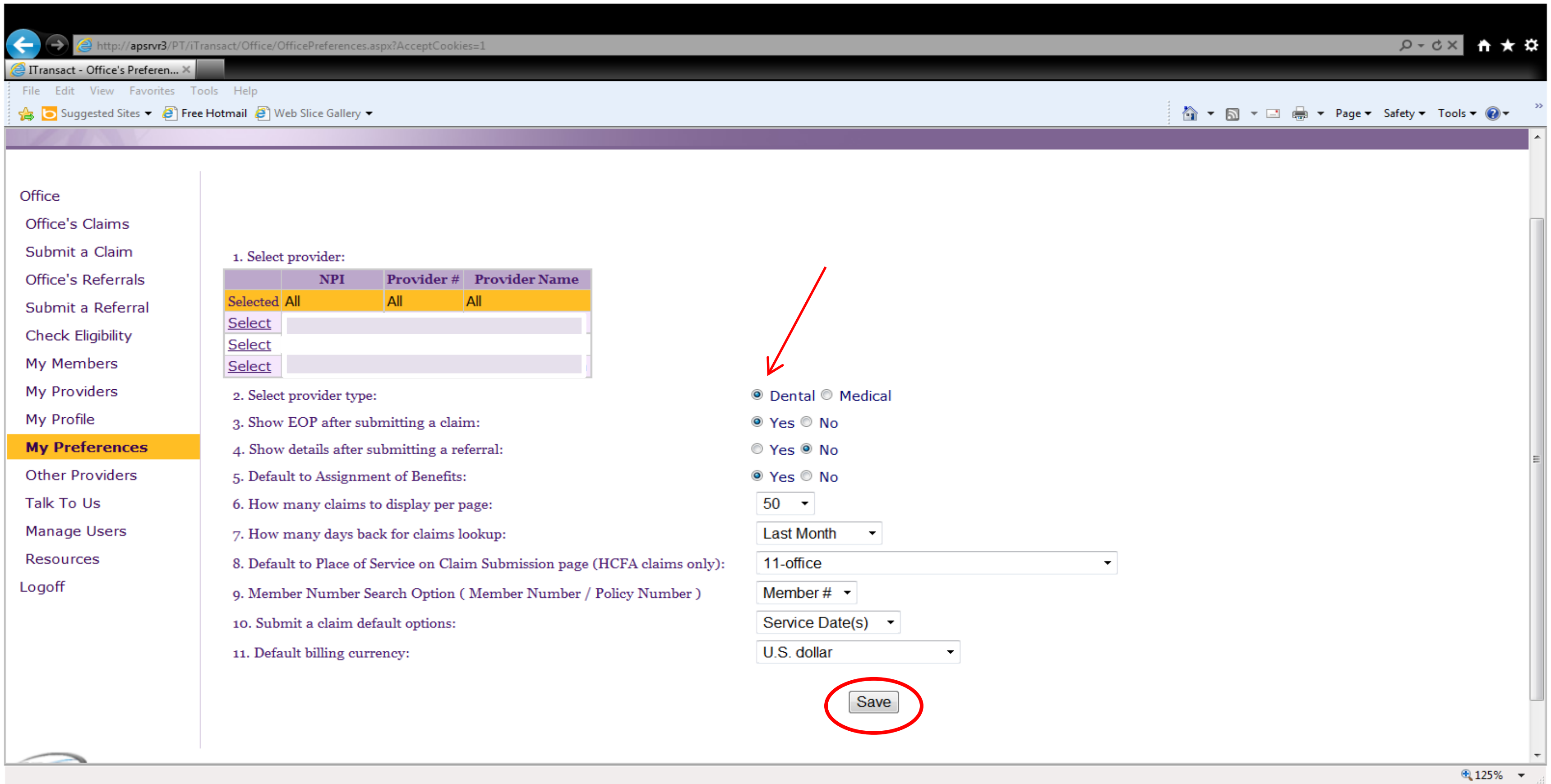
2. Fill out necessary information. Enter your 6-digit **Office Number** (include leading zeros). The **Office Number** and **Access Code** can be found in your LIBERTY Dental Plan Welcome Letter

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**



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

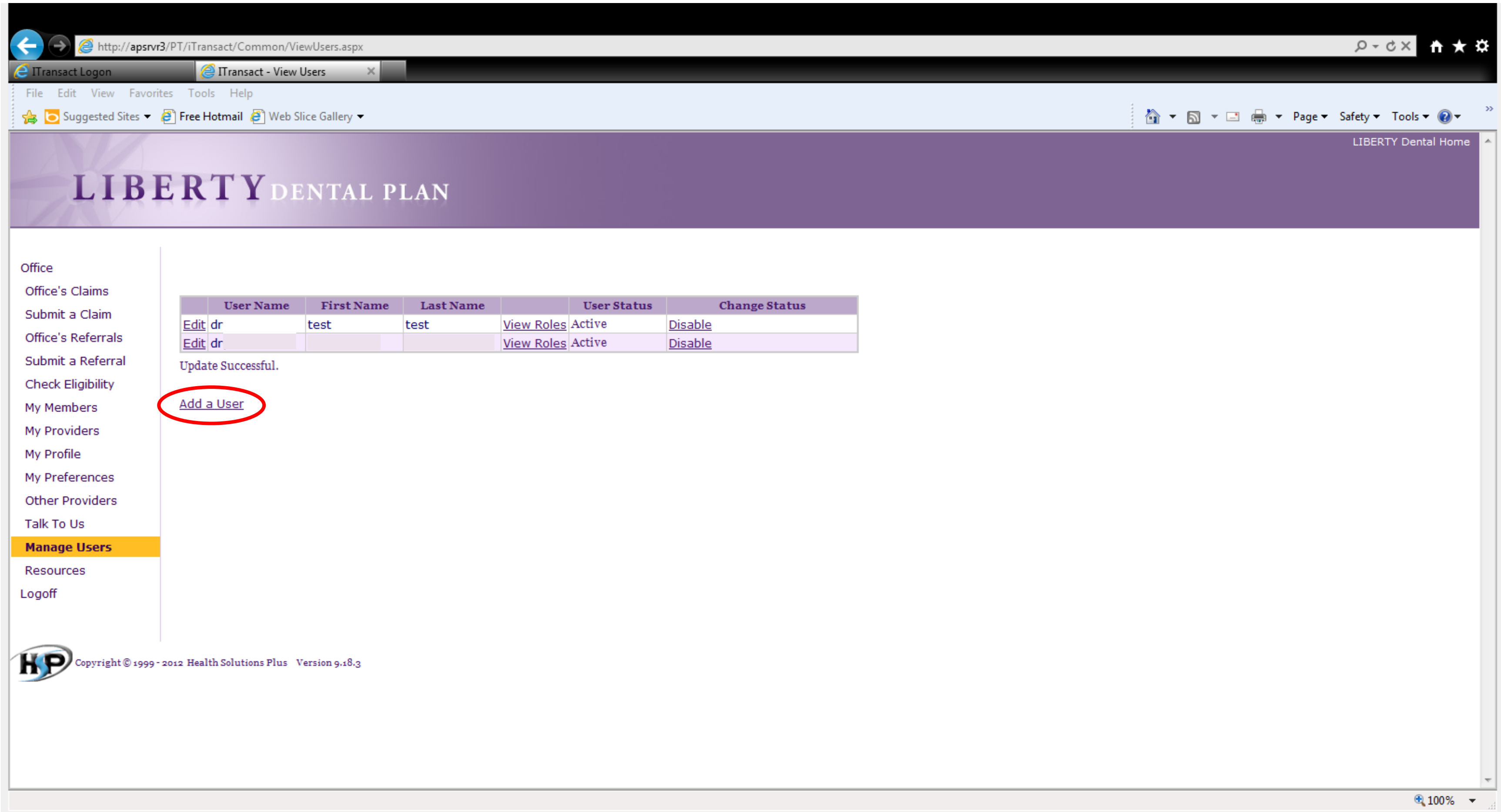
3. Click **Save**

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

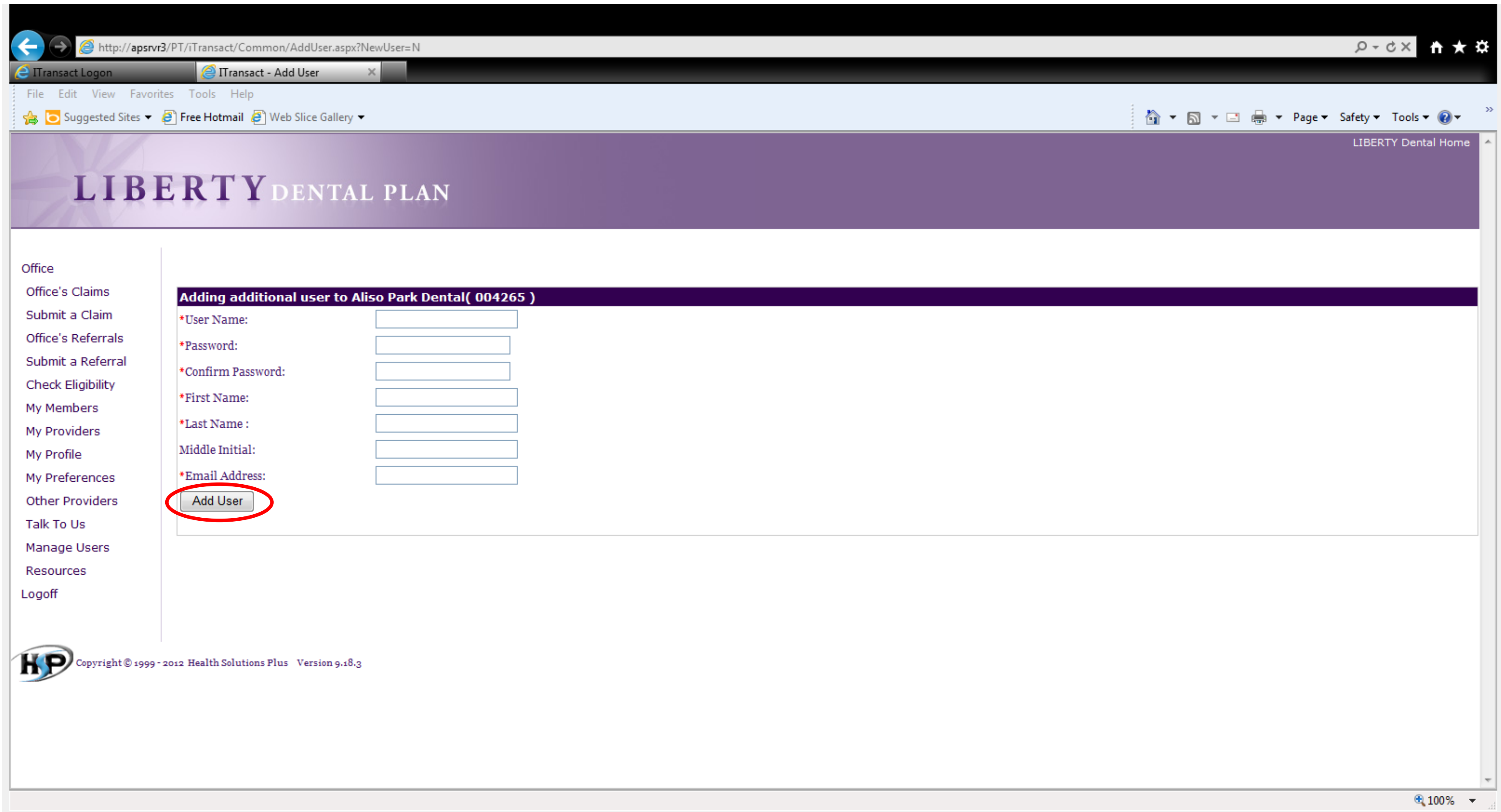
The Administrator can add additional users by:

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



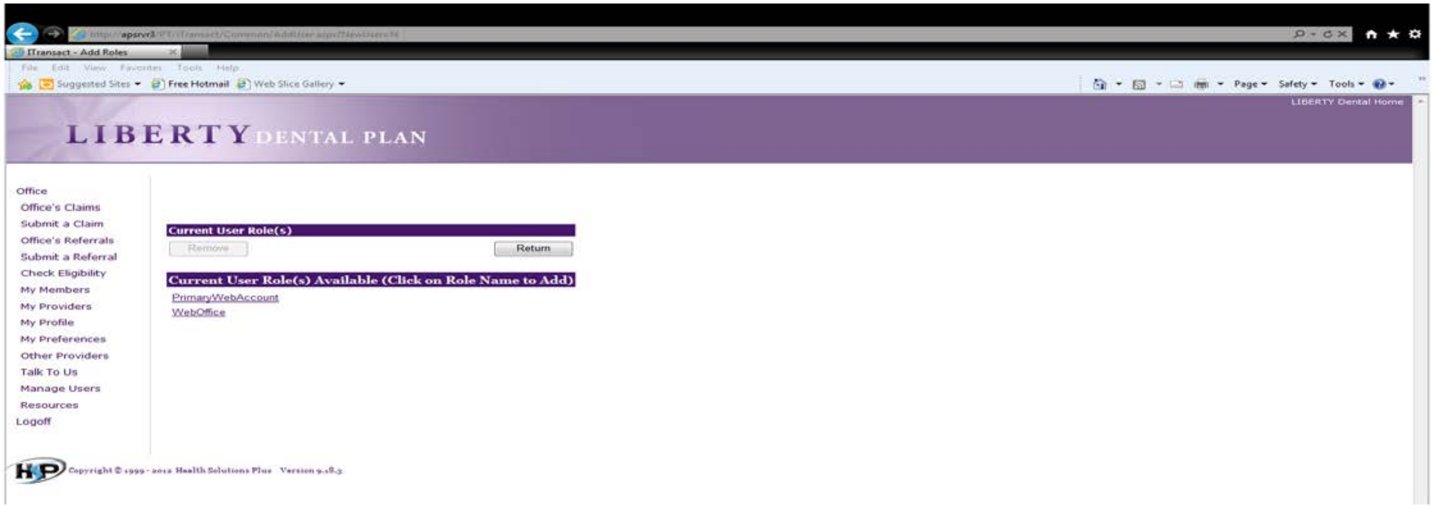
2. Click **Add User**

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**

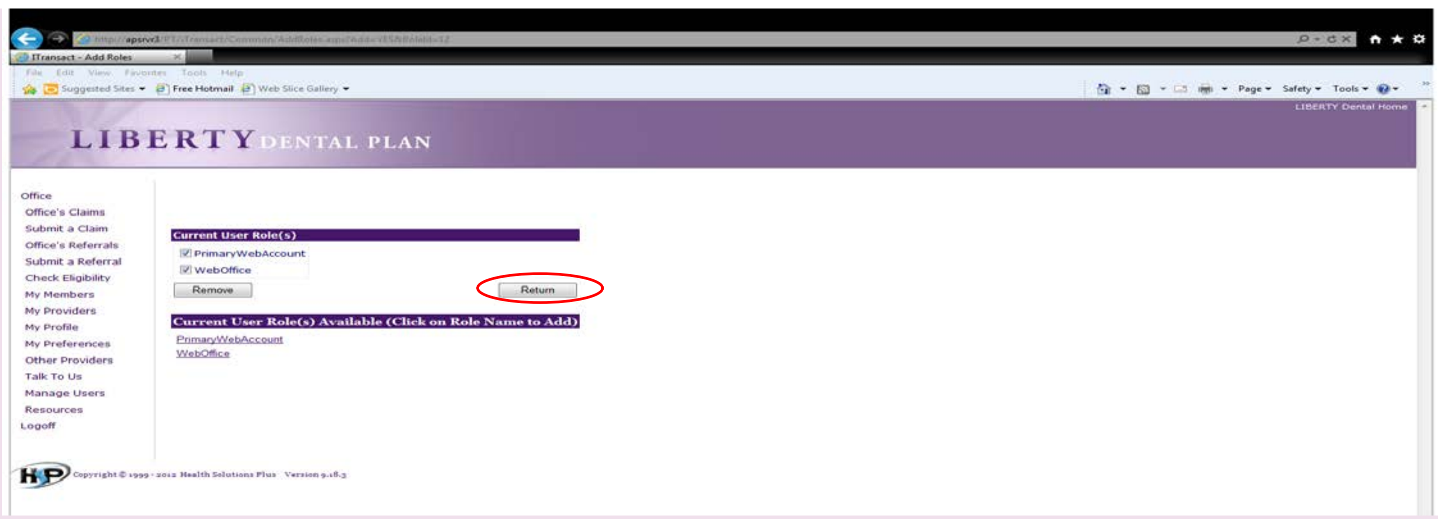


Set New User Roles:

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)



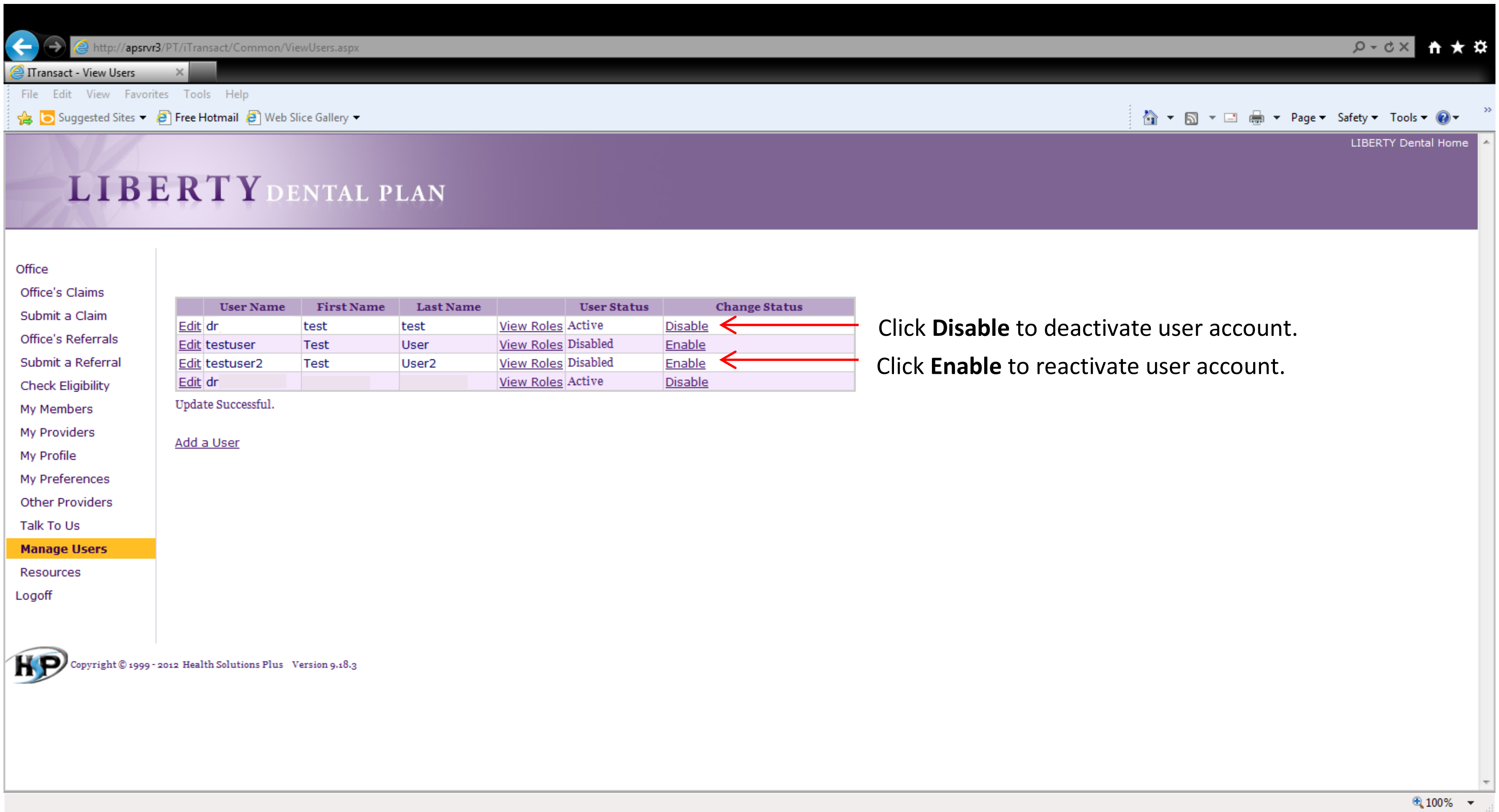
2. Check **PrimaryWebAccount** and **WebOffice** then click **Return**



Disable and Enable Users

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

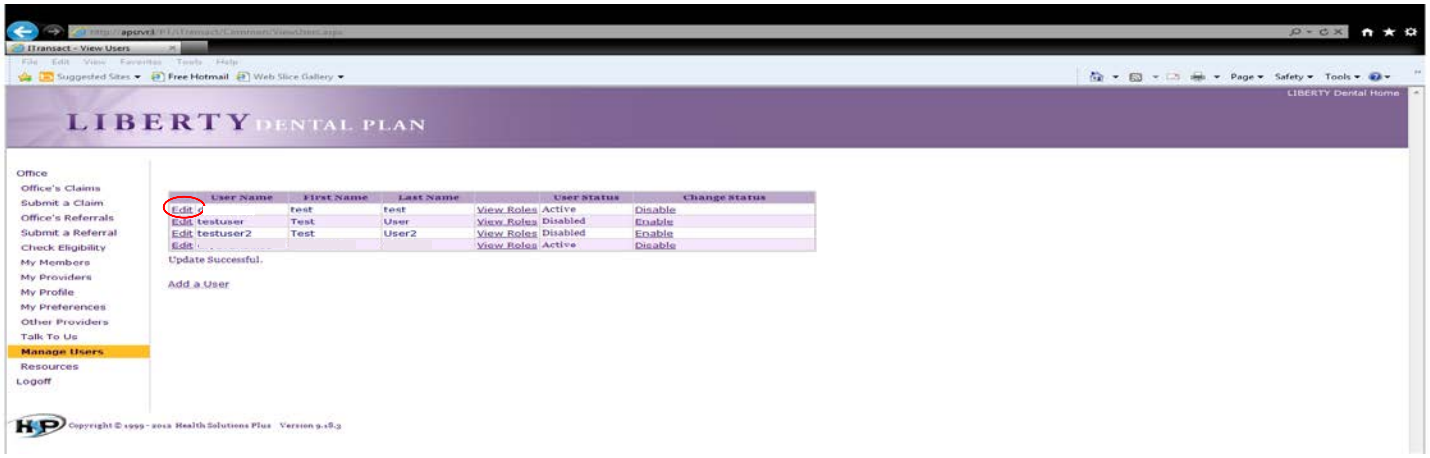
1. Click on the **Manage Users** tab on the left of screen.
    - If the User Status is **Active**, the account is **Enabled**. To disable the account, click on **Disable** under **Change Status**.
    - If the User Status is **Disabled**, the account is not active. To reinstate the account, click **Enable**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



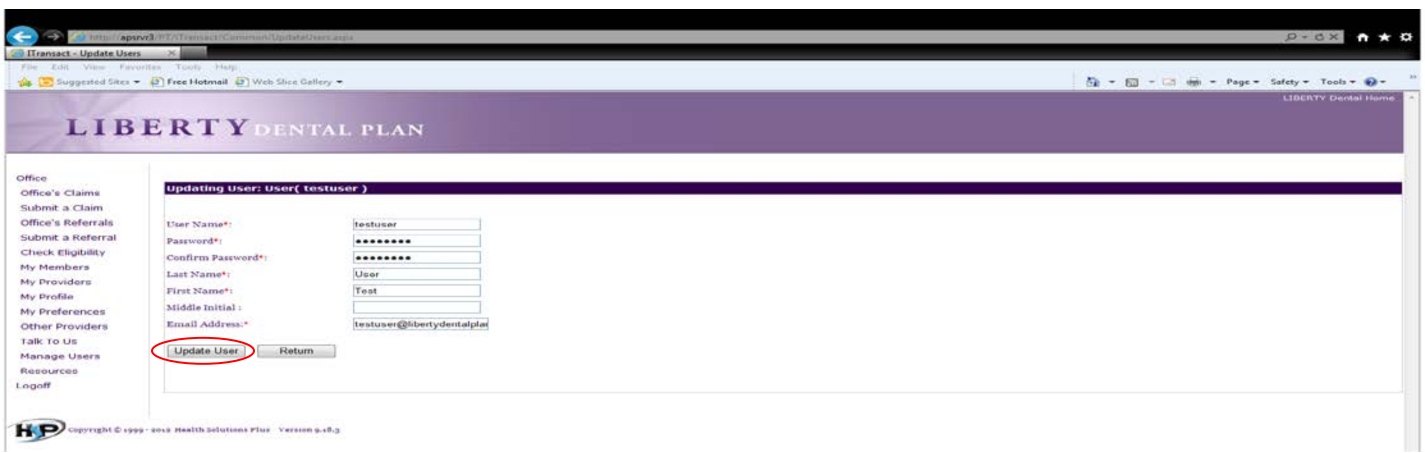
Edit User Information

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



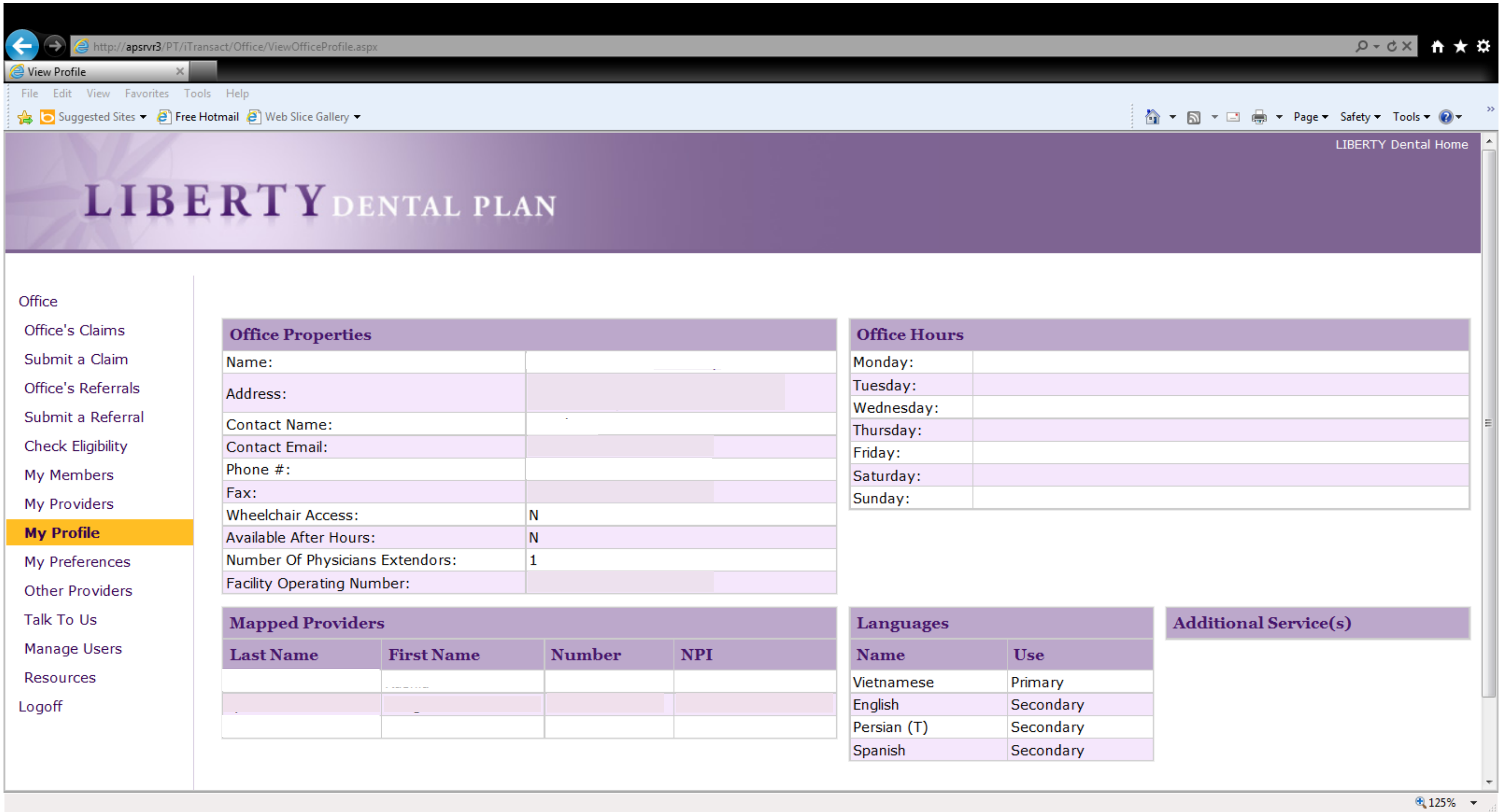
3. Update User information



4. Click **Update User**

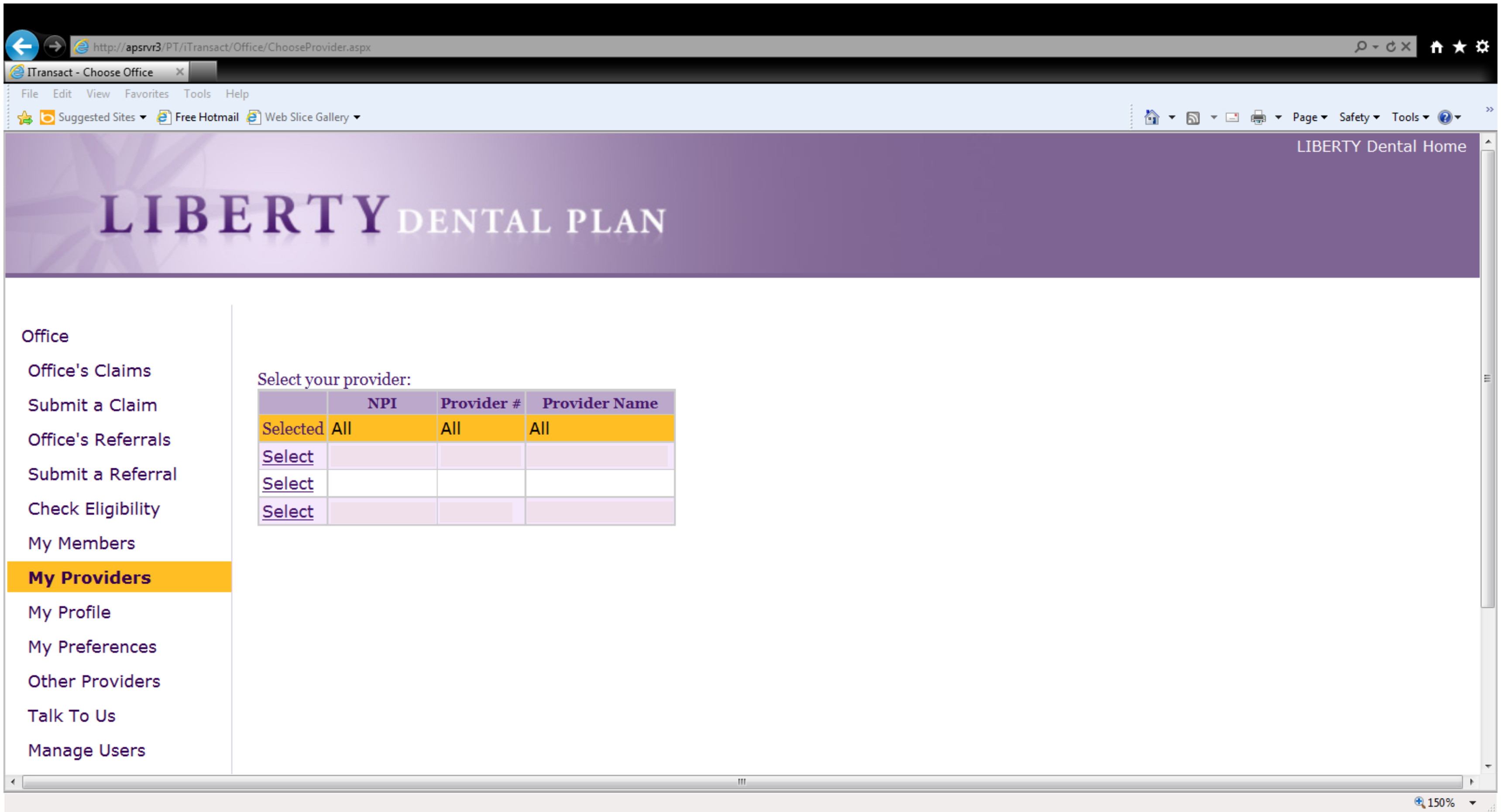
My Profile

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.



My Providers

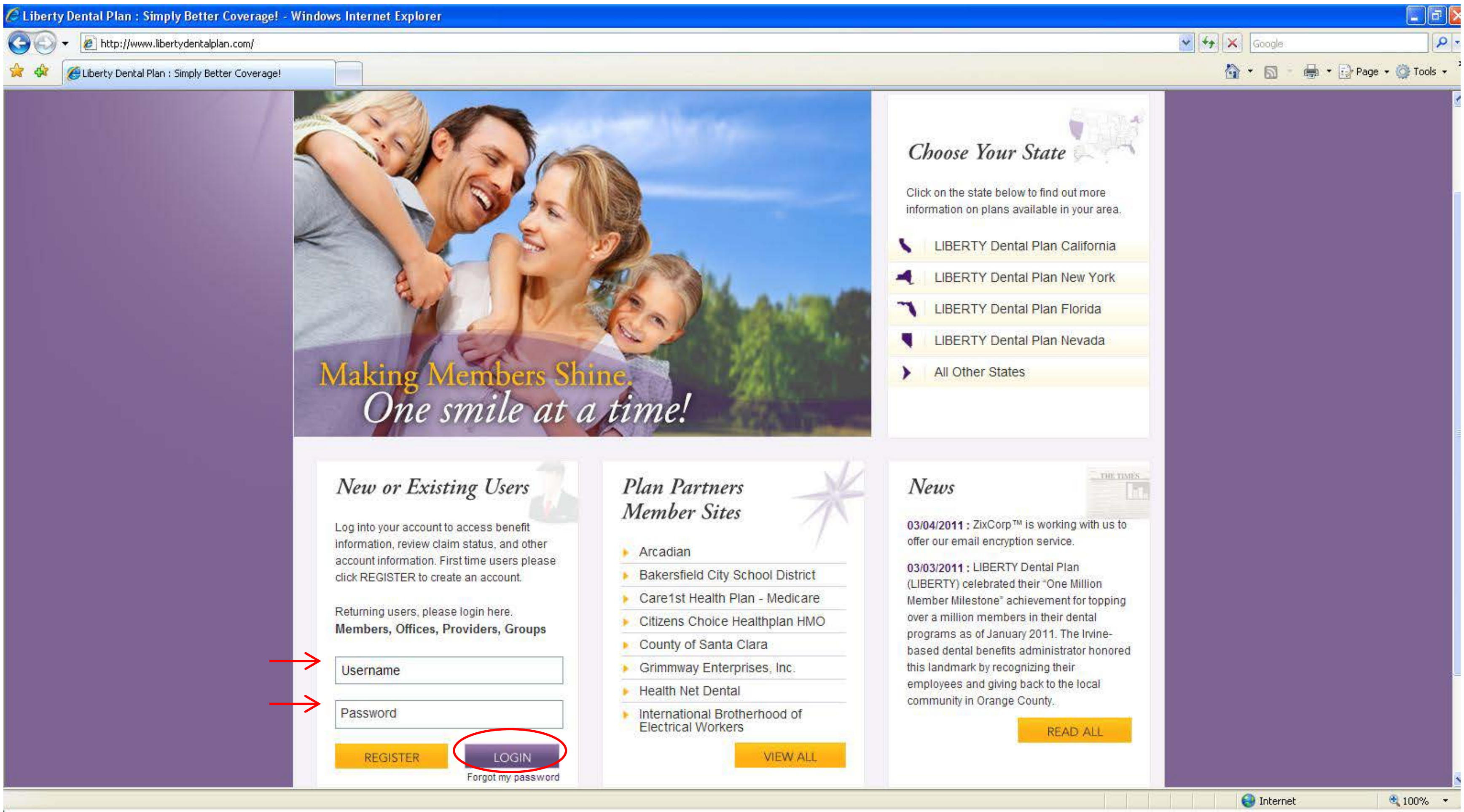
You can view a list of all Providers linked to your office in our system by clicking **My Providers** on the left side of the screen. Only providers who have completed the LDP credentialing process will appear on the **My Providers** screen. Please contact your Professional Relations Network Manager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



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)

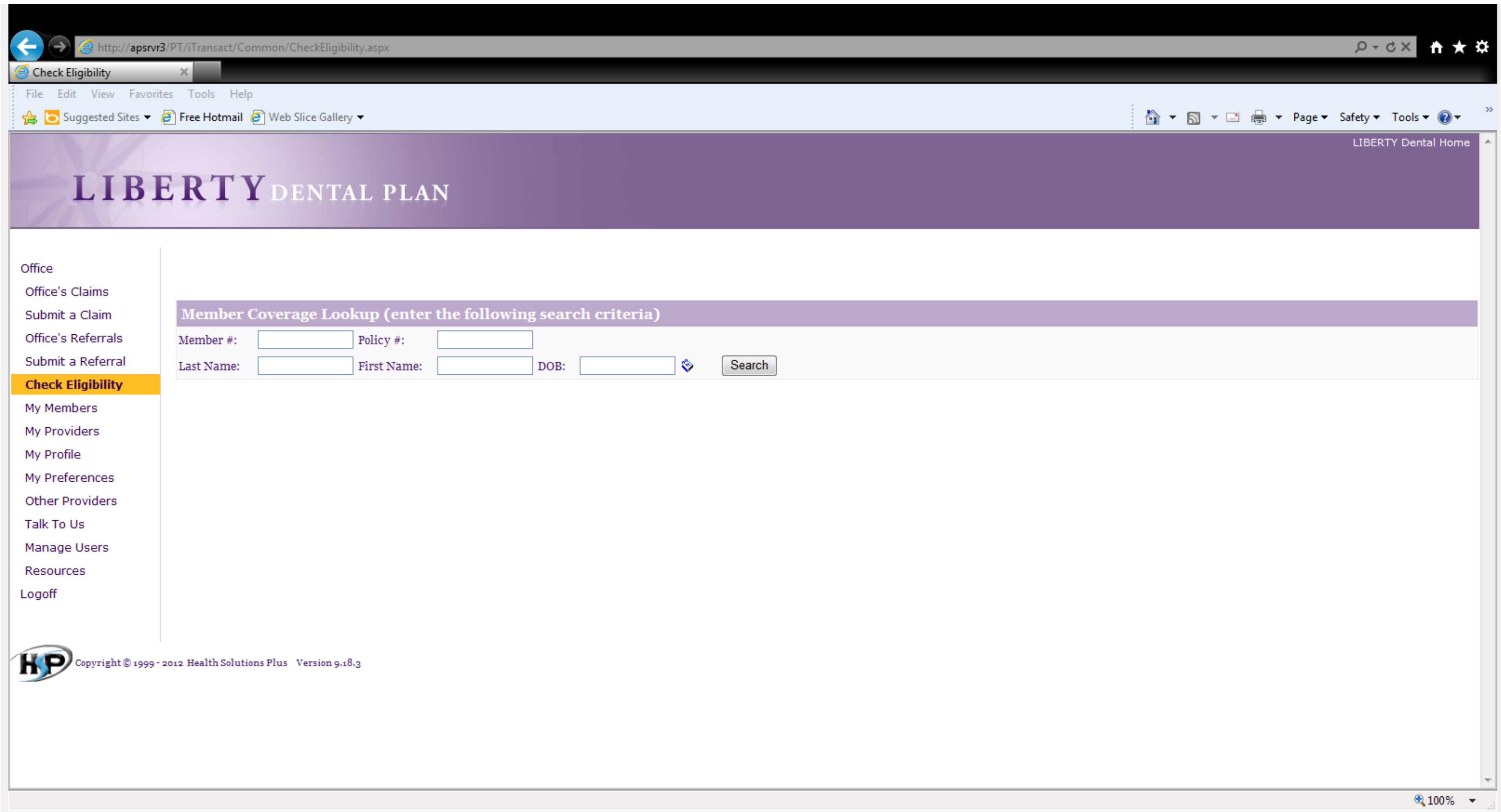


2. Click **LOGIN**

Member Eligibility & Benefits

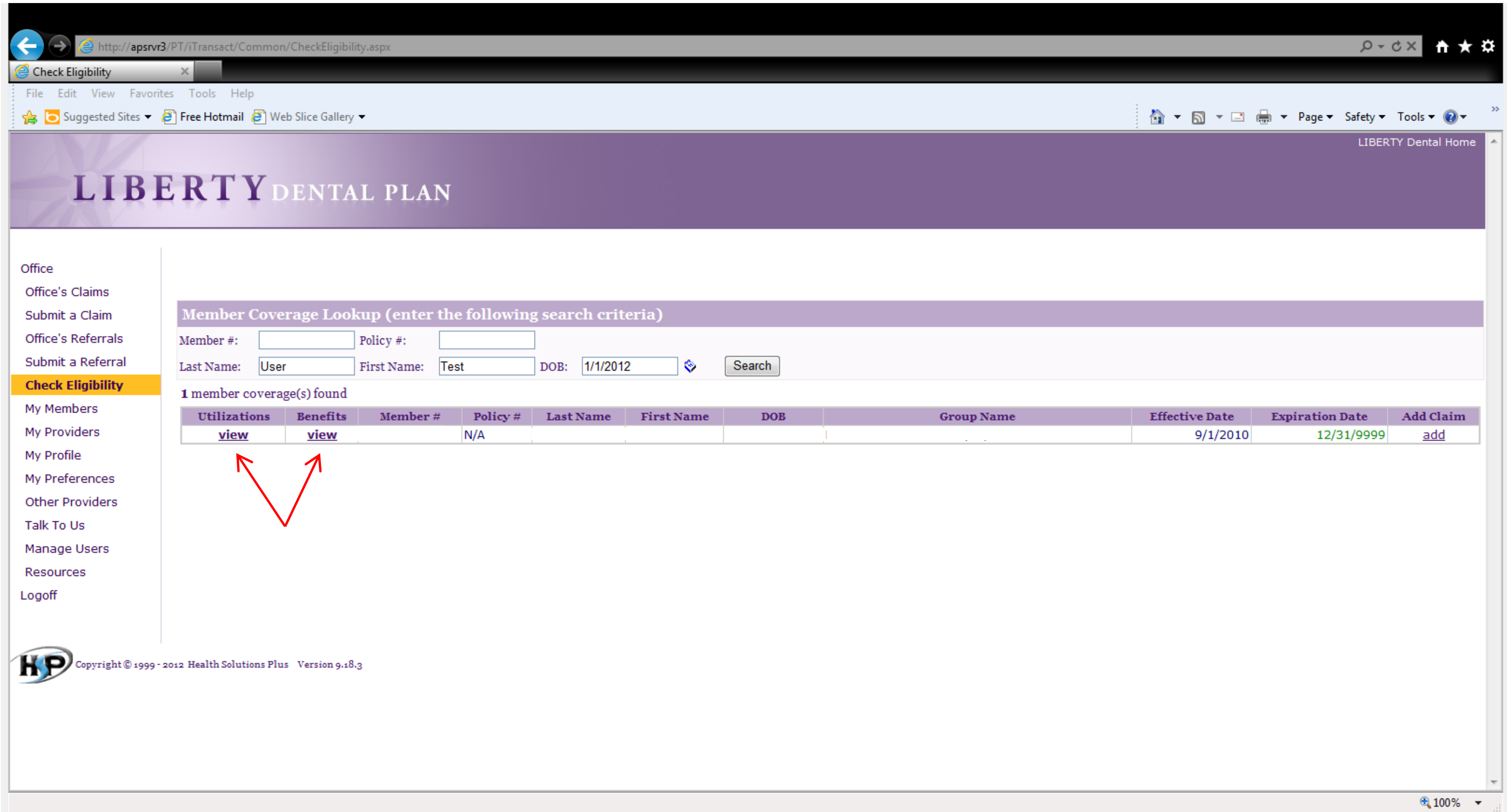
Check Eligibility

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)*



3. Click **Search**

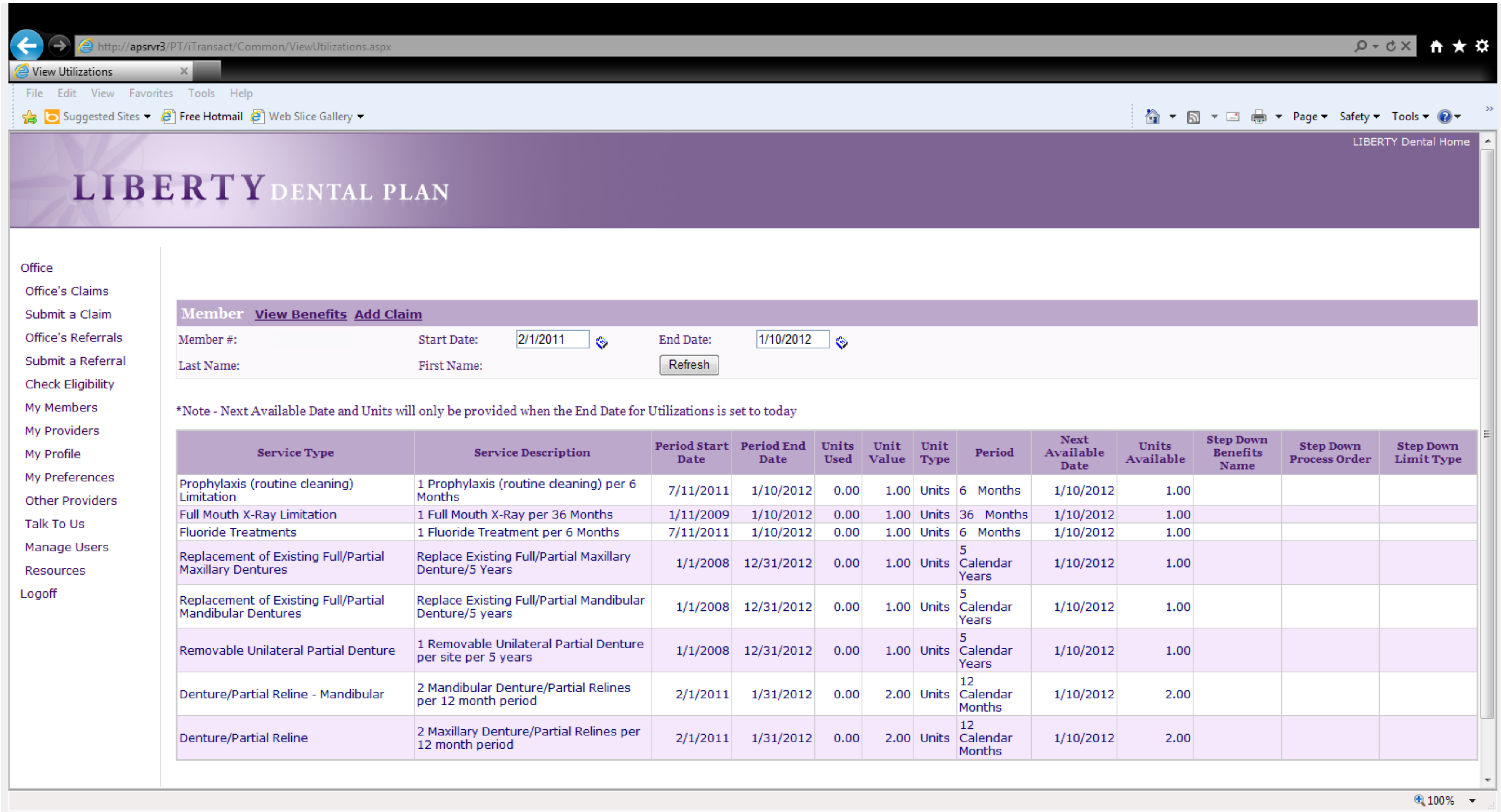
Benefits



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

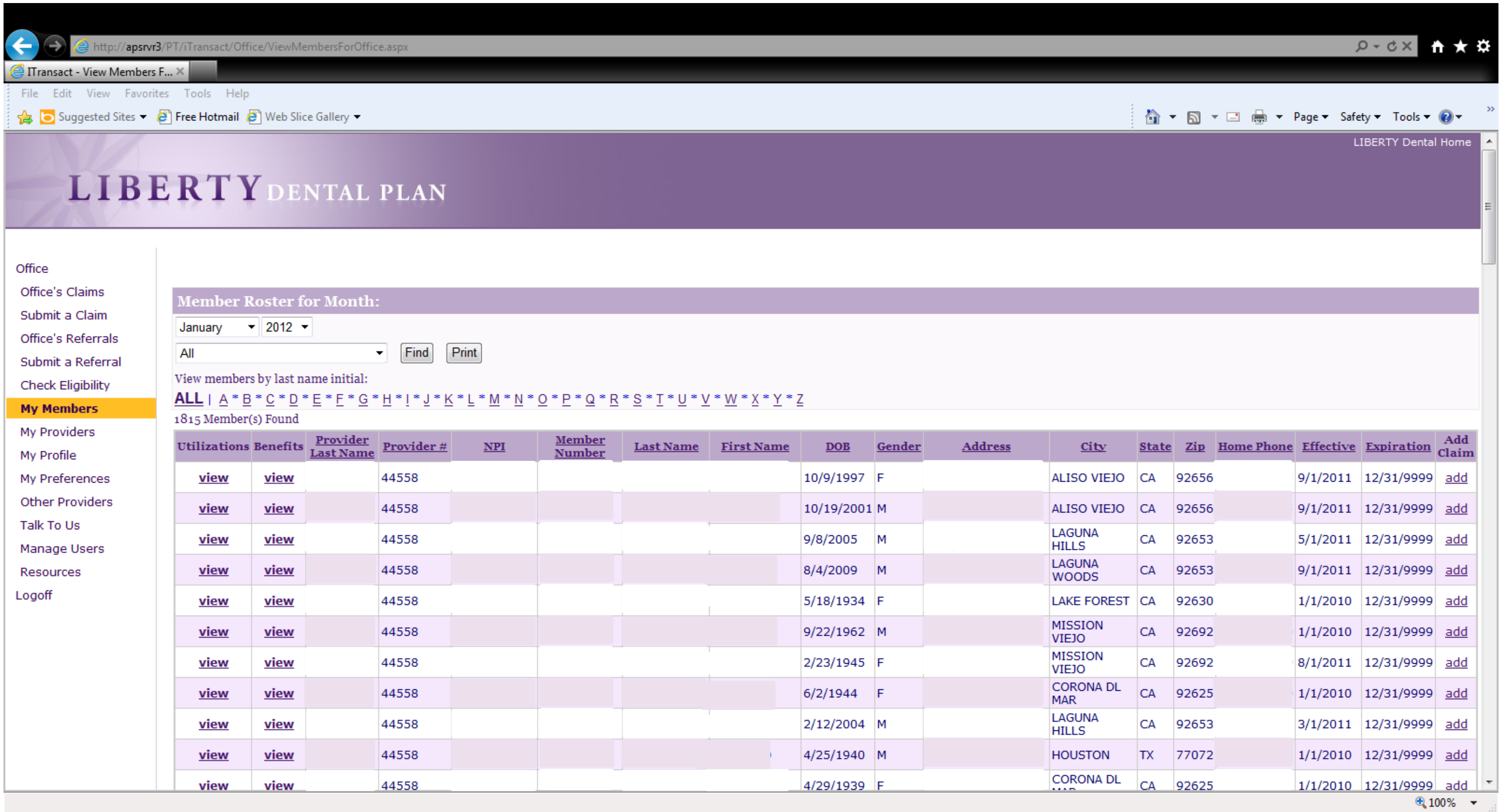
Example of Member Utilization Screen



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			

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



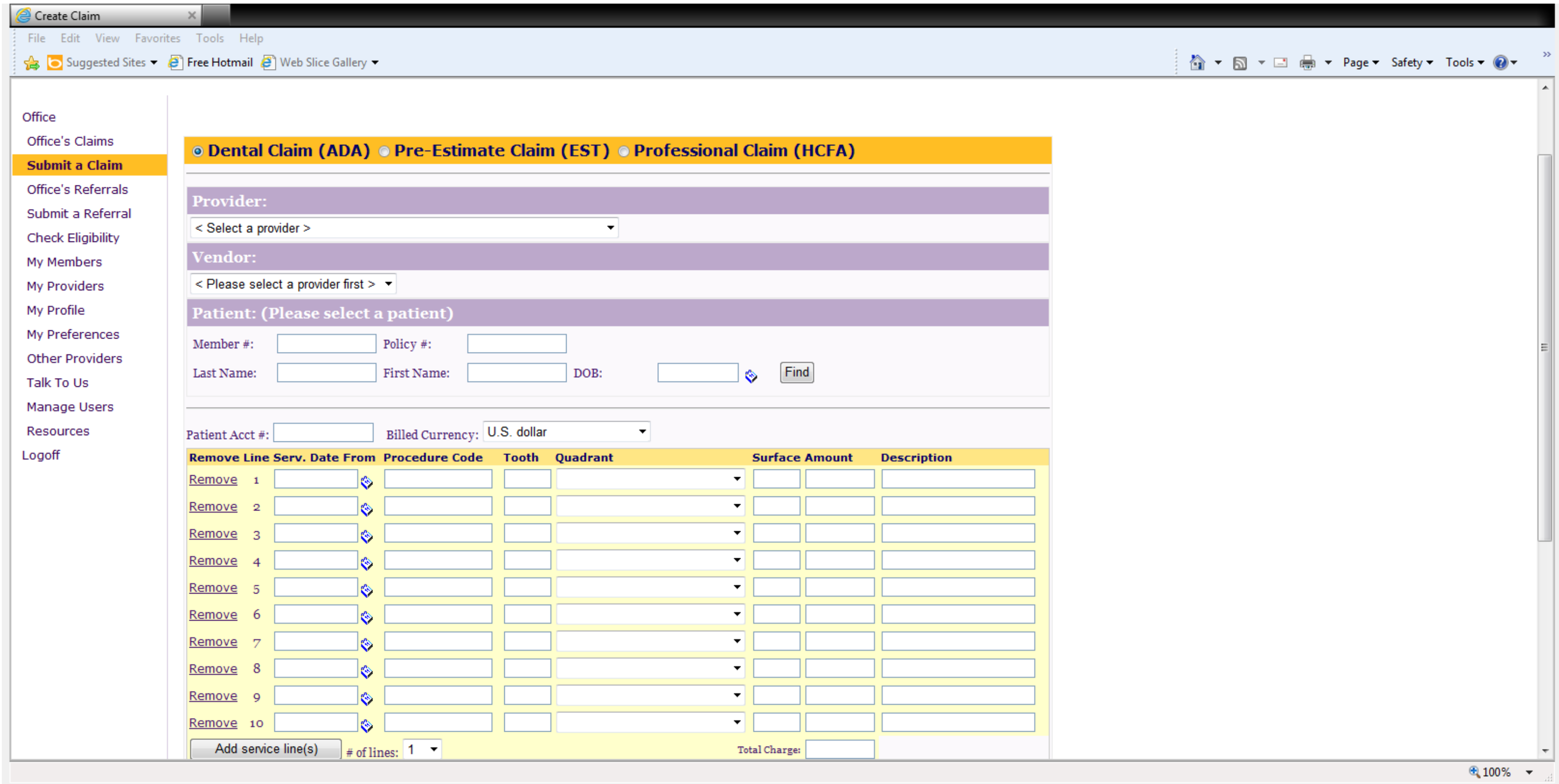
Utilizations	Benefits	Provider Last Name	Provider #	NPI	Member Number	Last Name	First Name	DOB	Gender	Address	City	State	Zip	Home Phone	Effective	Expiration	Add Claim
view	view		44558					10/9/1997	F		ALISO VIEJO	CA	92656		9/1/2011	12/31/9999	add
view	view		44558					10/19/2001	M		ALISO VIEJO	CA	92656		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	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**

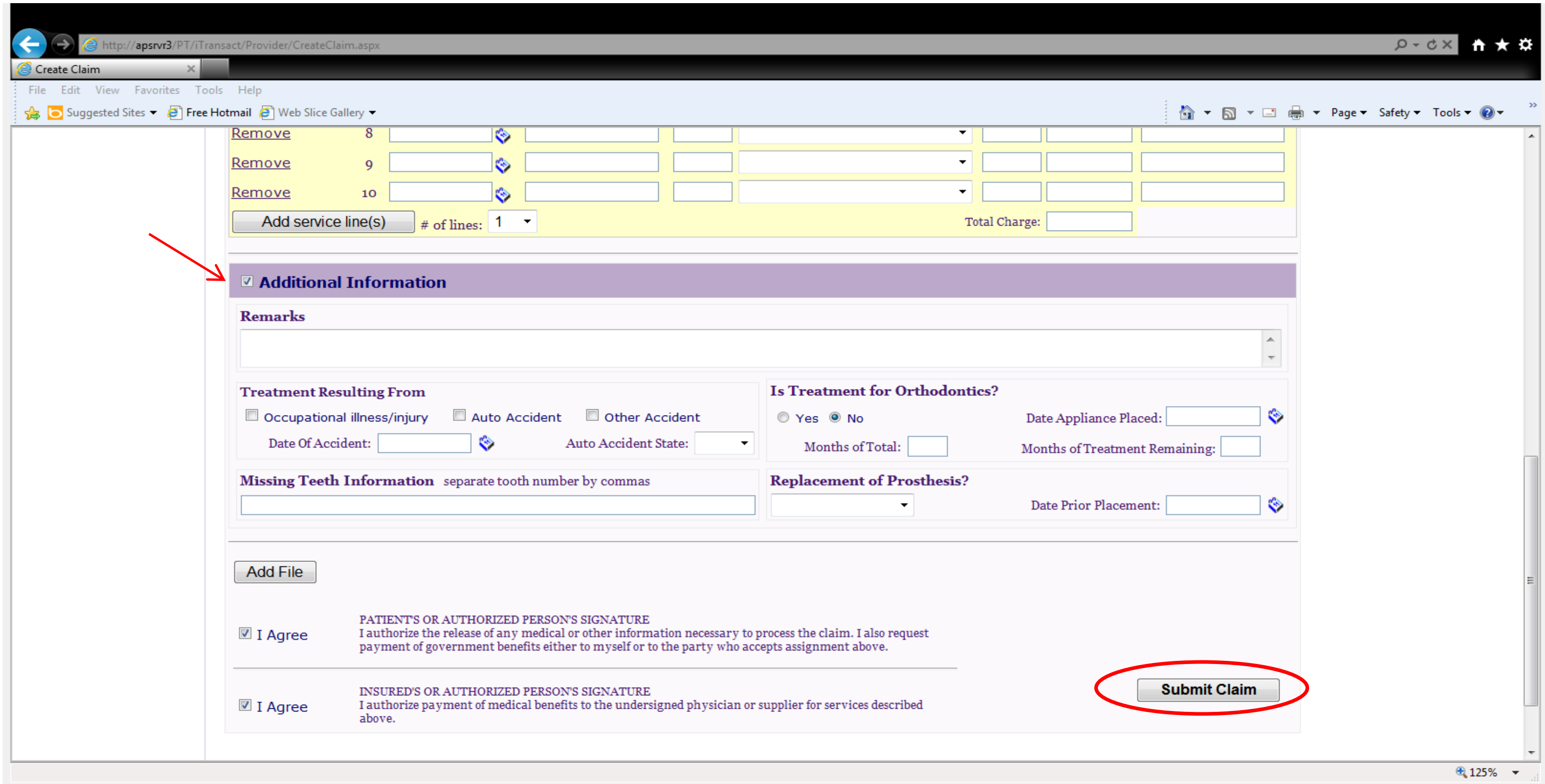
Claims & Pre-Estimates

Submit a Claim or Pre-Estimate



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)

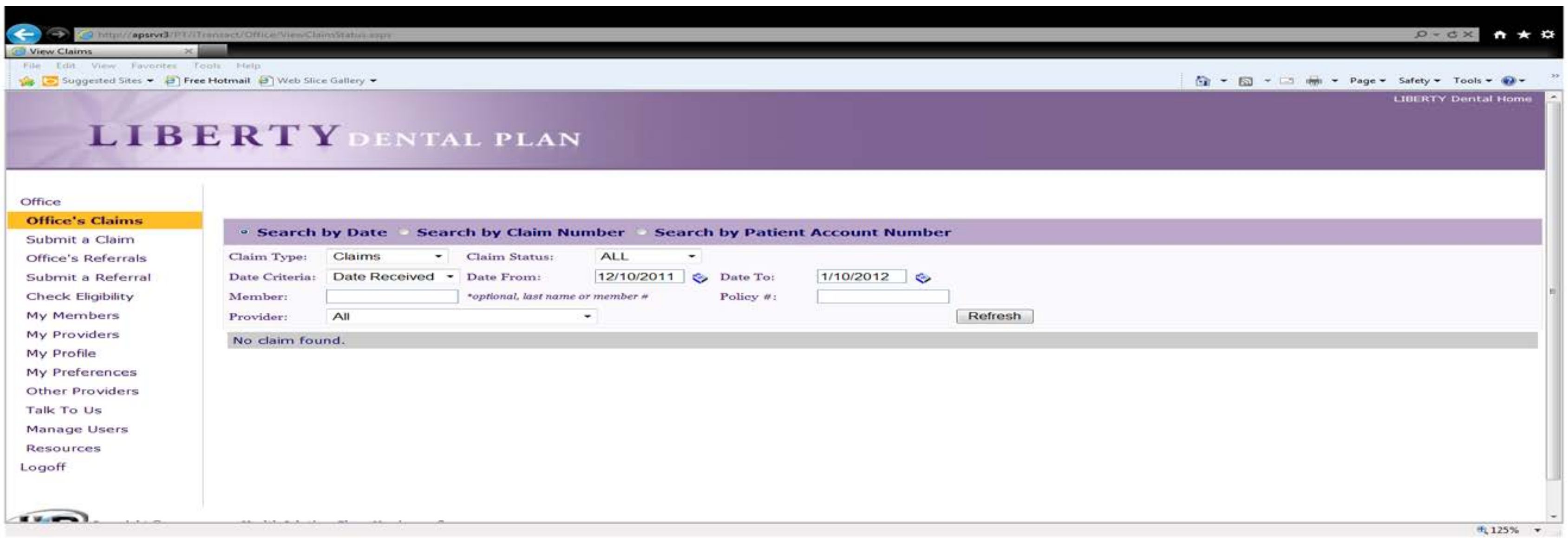
4. Check both **I Agree** boxes

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**

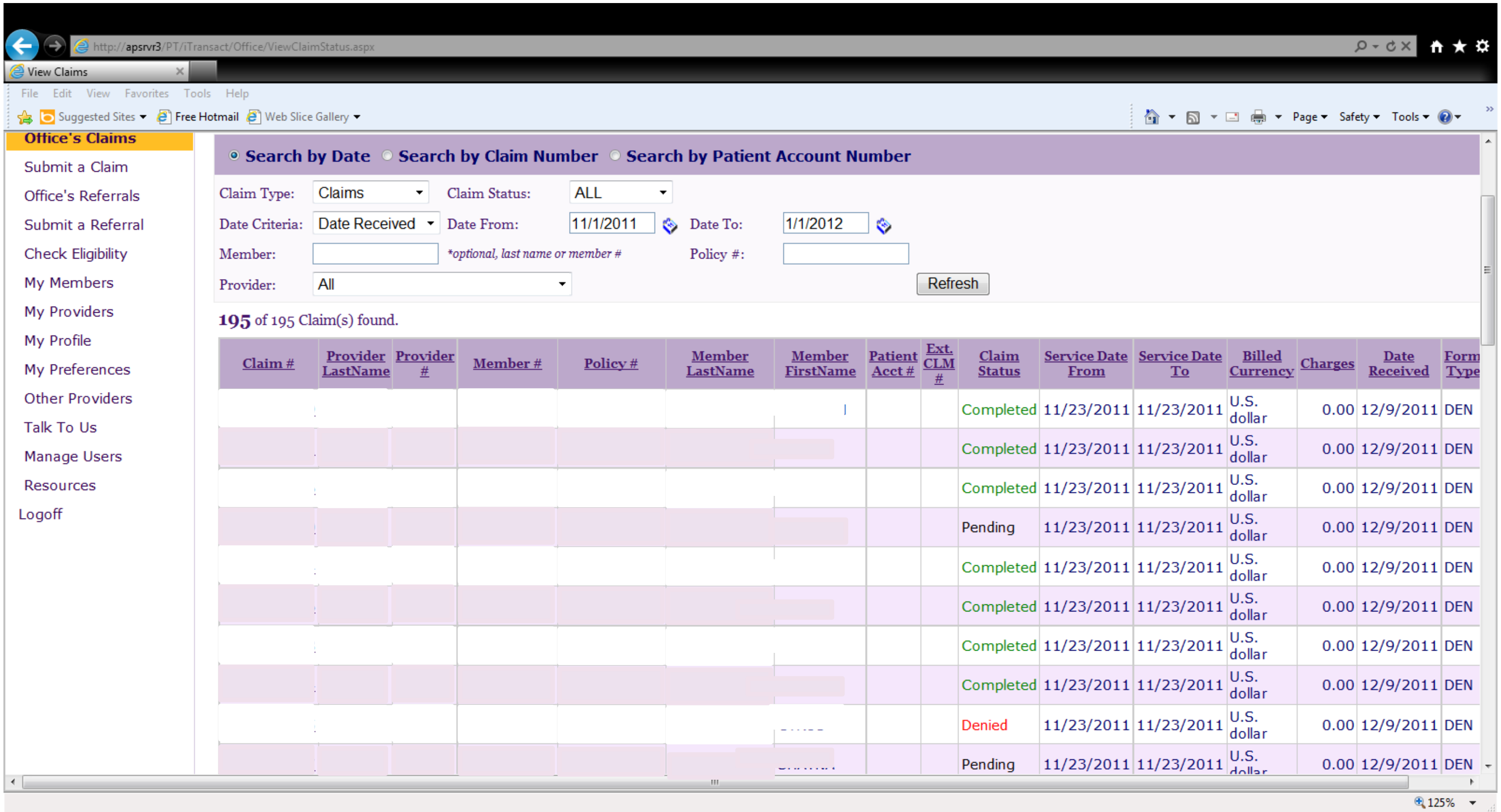
Search a Claim by Date(s), Member or Policy #



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

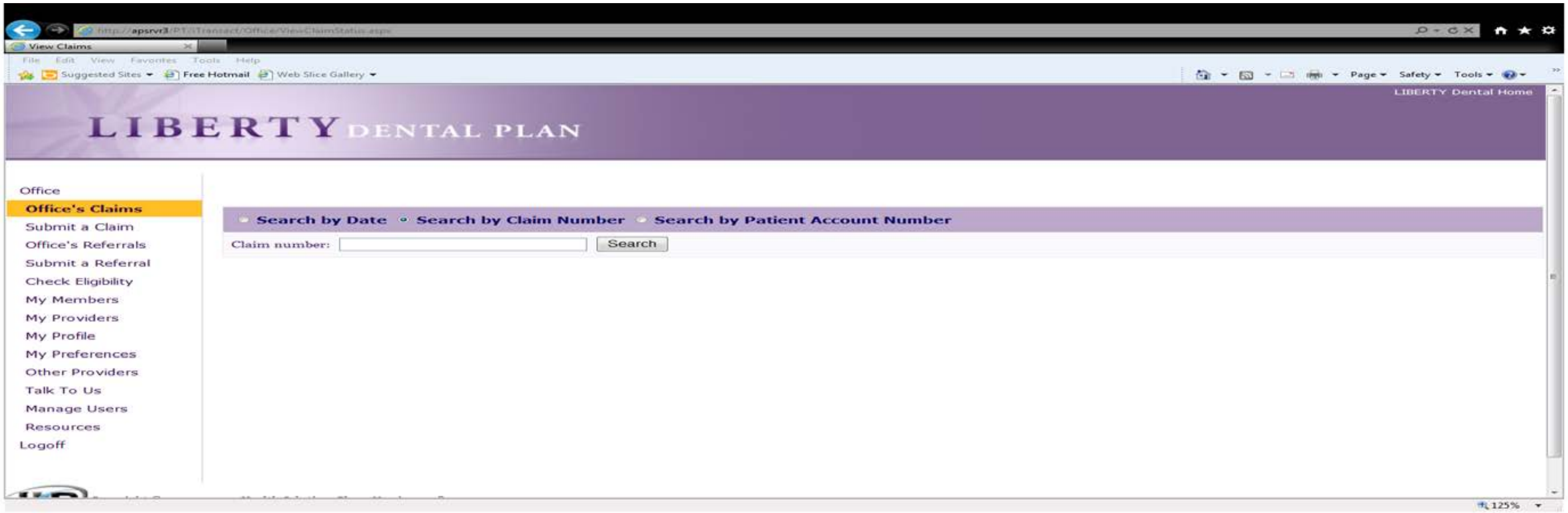
4. Click **Refresh**
5. Click **Search**

Example of Search Results for All Claims Status by Date



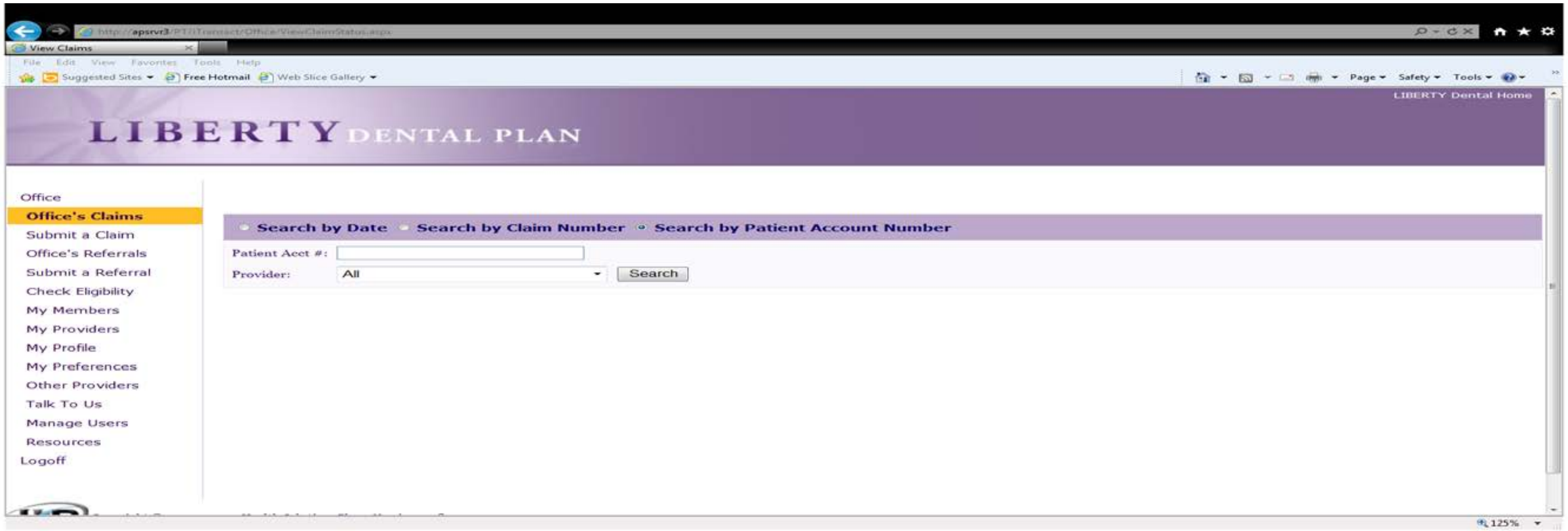
CLAIM STATUS	EXPLANATION
Completed	*Claim is complete and one or more items have been approved*
Denied	*Claim is complete and all items have been denied*
Pending	*Claim is not complete. Claim is being reviewed and may not reflect the benefit determination*

Search a Claim by Claim Number



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

Search a Claim by Patient Account Number

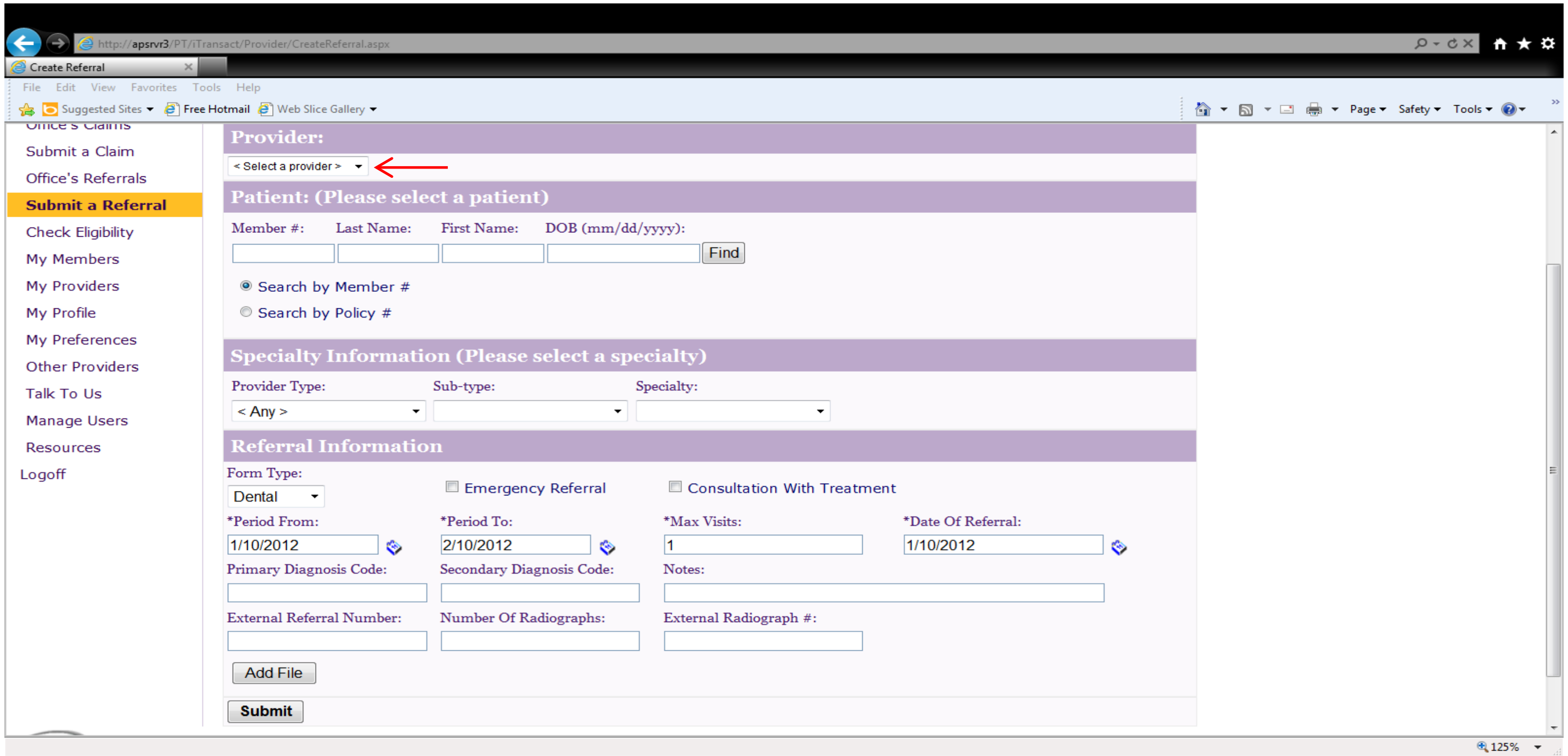


1. Enter **Patient Account Number**
2. Select All Providers or Select Individual Treating Provider from drop down menu
3. Click **Search**

Specialty Care Referrals

Submit a Referral

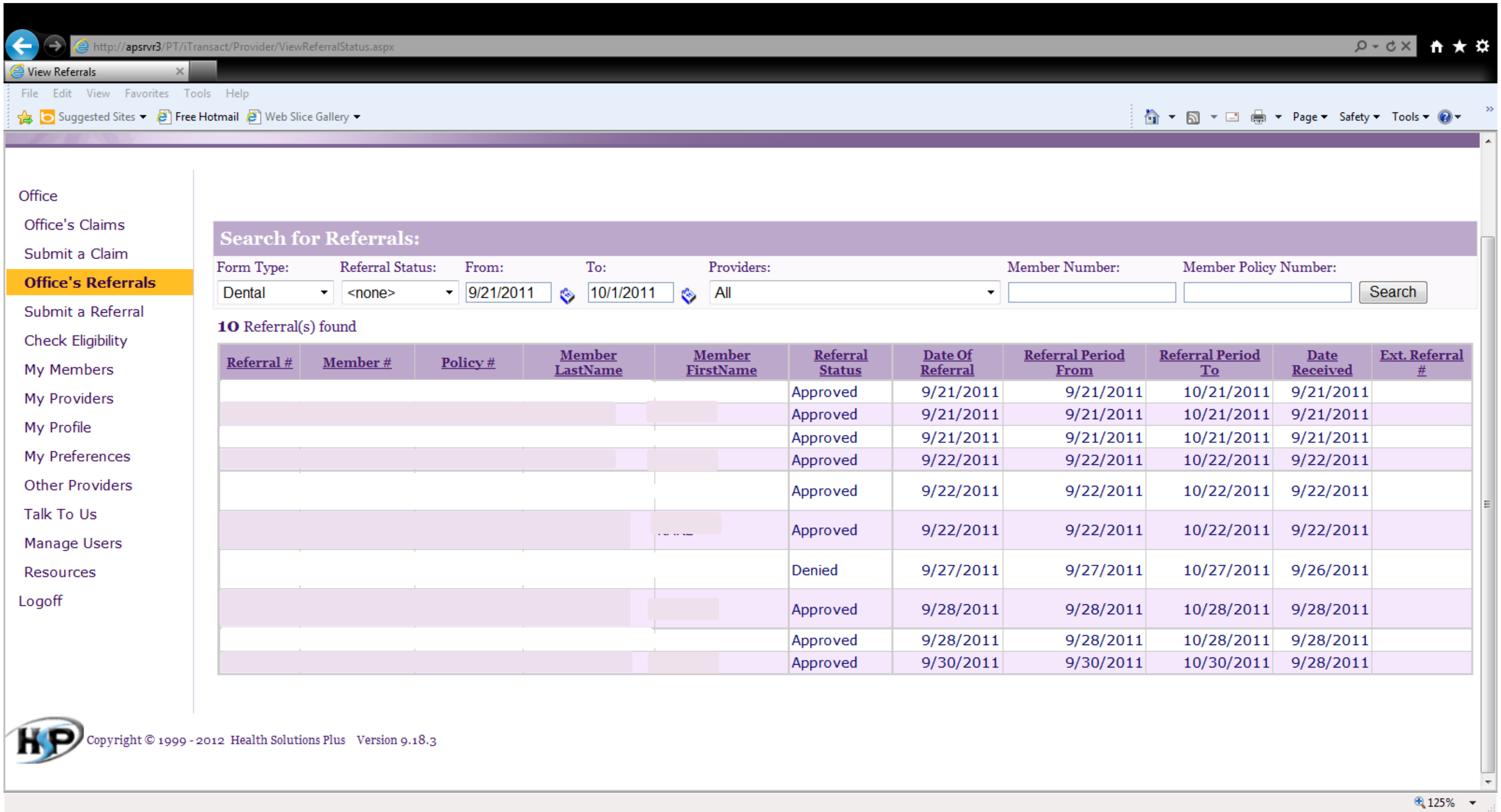
1. Click on the **Submit a Referral** tab on the left of screen.



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

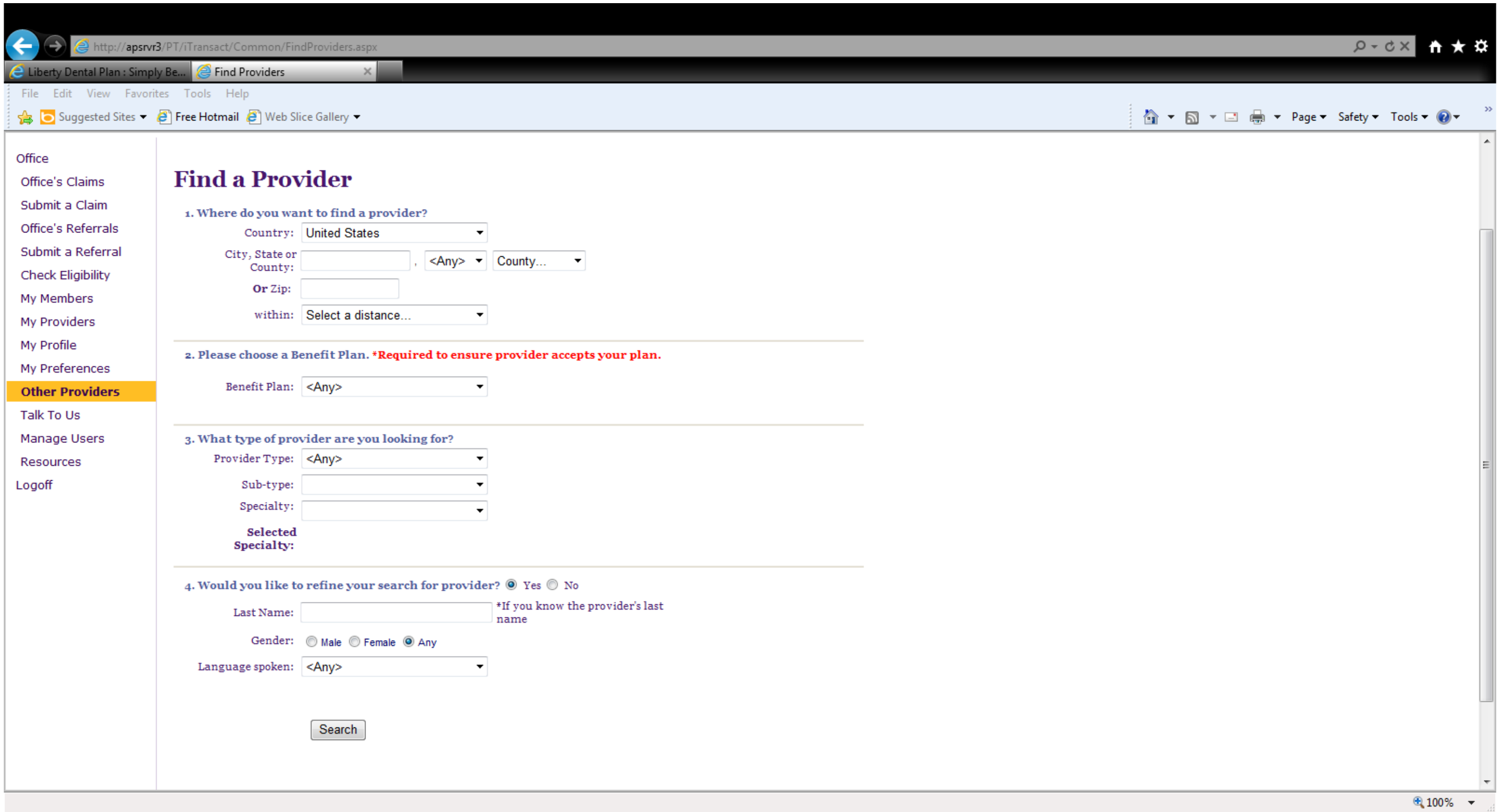
1. Click on the **Office's Referrals** tab on the left of screen
2. Select your search criteria from the top drop down menus
3. Click **Search**



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	

Provider Search

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

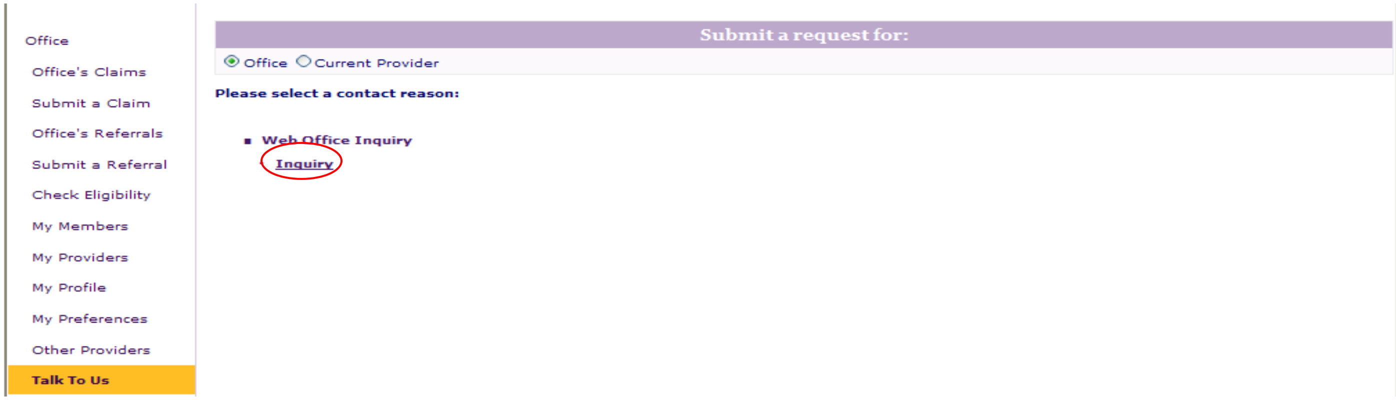


1. Choose country; City and State, or County; or Zip where the patient is seeking treatment
2. Choose the patient's benefit plan
3. Choose Provider type and specialty
4. Use Option 4 to search by provider last name
5. Click **Search**

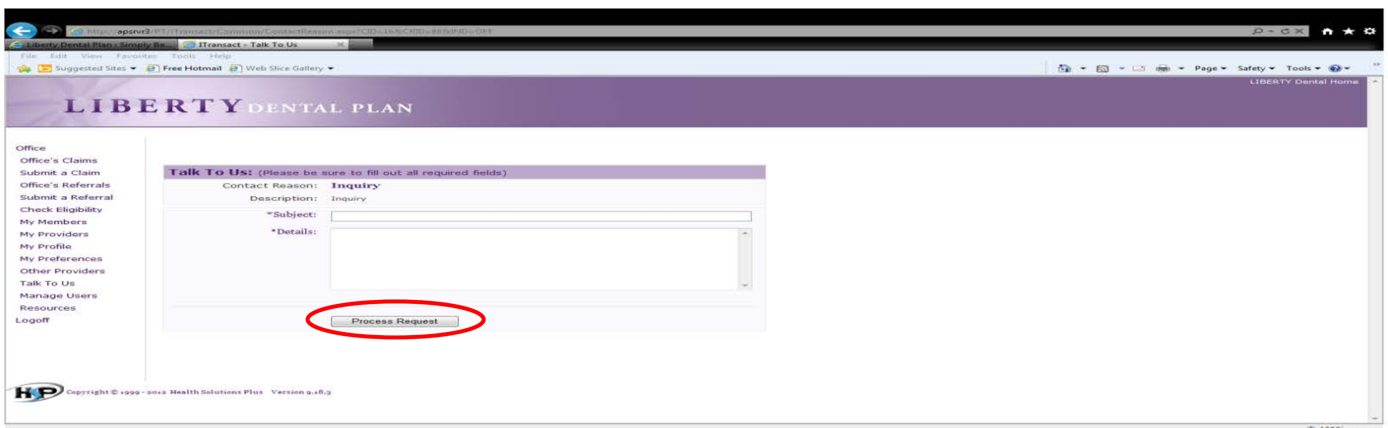
Talk to Us

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**



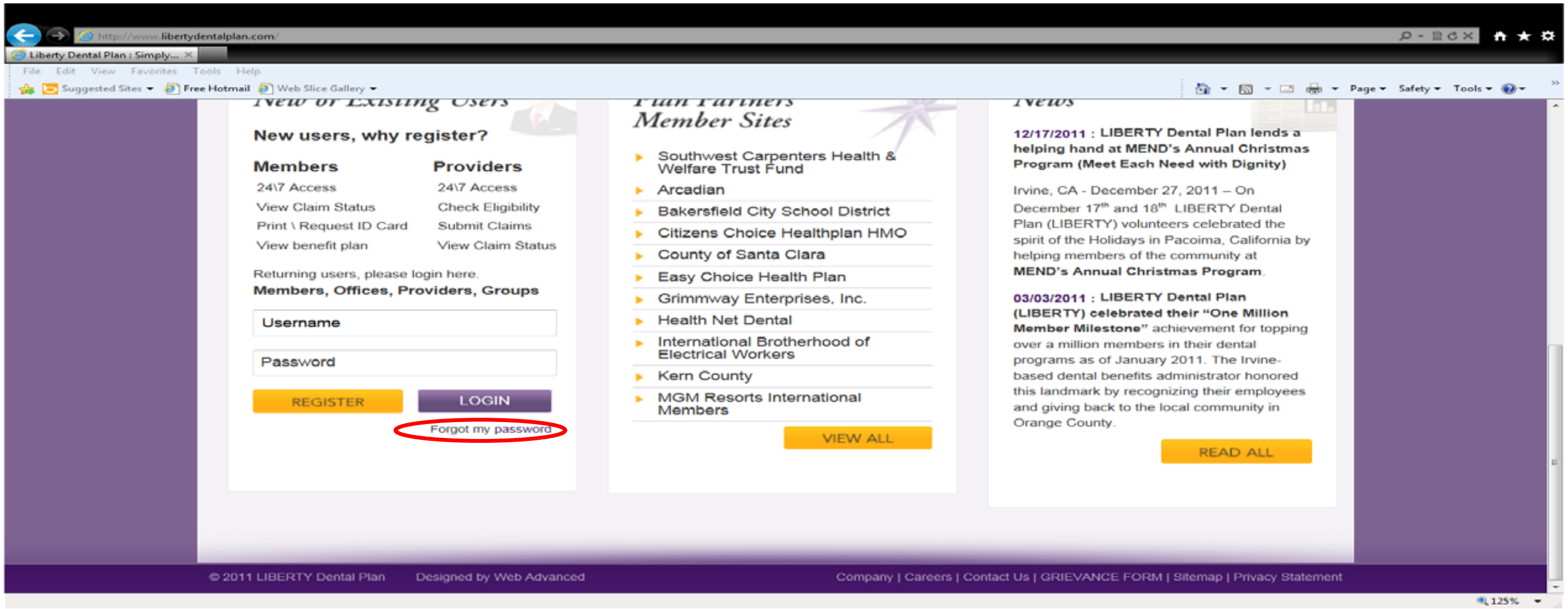
2. Click **Inquiry**



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

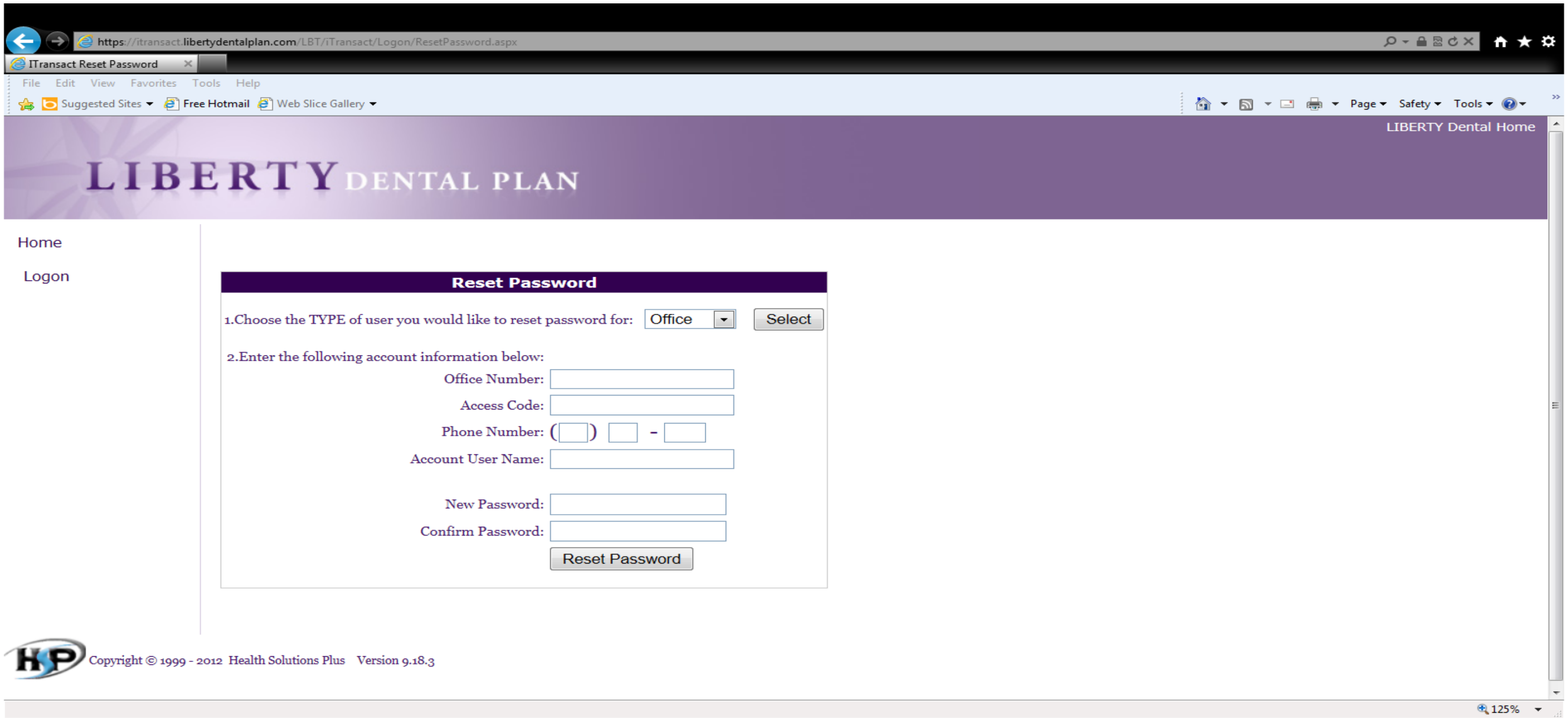
Password Reset

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



5. Click **Reset Password**