

## Frequently Asked Questions

### *I am currently enrolled in Metlife, what do I need to do?*

You do not need to do anything and will automatically be enrolled in LIBERTY Dental Plan effective August 1, 2010.

### *What if I have work in progress when I am switched to LIBERTY Dental, will I be covered?*

Any treatment started prior to July 31, 2010, will be covered by the prior carrier.

Any treatment that has not begun prior to July 31, 2010, will be covered by LIBERTY Dental Plan under our Transition of Care policy. LIBERTY will honor appropriate requests and will make its best efforts to ensure that care is delivered by the provider you have chosen.

Please contact LIBERTY's Member Service Department for any questions at **1-888-703-6999**.

### *I just had work authorized – do I need to start the process again?*

No. LIBERTY has appointed Case Managers to assist you with any Transition of Care issues. Please contact LIBERTY's Member Service Department for assistance.

### *I and/or my kid(s) are in braces, when we are switched to LIBERTY Dental Plan will we be covered?*

If you or your dependent is currently in braces, LIBERTY has agreed to provide an orthodontic takeover provision. Please complete the enclosed form to begin the transition process. You will still be responsible for your initial copayment or coinsurance subject to the benefit limitations under your current program.

### *Does Grimmway Farms cover full time students and if so, how many units are needed and what type of proof is required?*

Yes, full-time students are covered. Grimmway Farms requires 12 units from an accredited school. Student verification should be sent to your Departmental Service Center.

### *Can my family choose multiple dental offices?*

Yes, with LIBERTY's LR4 EPO plan, all members are free to choose within the network and each family member can select their own dentist.

### *Will we receive a new ID card from LIBERTY Dental Plan?*

Yes, all new enrollees will receive ID cards from LIBERTY. You do **NOT** need an ID card to make an appointment or access services. Please call LIBERTY's Member Service Department for assistance in selecting a dentist **1-888-703-6999**.

## Frequently Asked Questions, Continued

***Does LIBERTY coordinate benefits with any other dental plan?***

LIBERTY's LR4 EPO plan would always be considered the primary plan. However, if you have secondary insurance (PPO or indemnity) we may have the ability to coordinate any covered out of pocket expenses you would incur.

***Both husband and wife are enrolled in Grimmway EPO plan. Will LIBERTY waive the co-payment if my spouse works for Grimmway as well?***

No, each employee is responsible for their individual co-payments.

***Both husband and wife are employed and both have a managed care dental plan. Will LIBERTY coordinate benefits with another managed care plan?***

No, LIBERTY is a stand alone EPO, all services must be rendered by a LIBERTY dentist and each member is responsible for their own co-payments.

***Are white fillings/crowns covered on my back teeth?***

Yes, white fillings are covered at a nominal co-payment. Porcelain crowns are covered at an upgrade fee of up to \$250 on your back teeth.

***I have periodontal problems and my doctor said I need four cleanings per year, will LIBERTY cover these?***

Yes, LIBERTY's LR4 EPO plan allows for two cleanings at no cost, and as many additional cleanings as needed at a copayment of \$45 per cleaning.

***Can I nominate my own dentist for inclusion in LIBERTY's network?***

Yes, you can nominate your own dentist! Please complete the enclosed "Provider Nomination Form". The recruitment process takes a minimum of 45 days to complete. The most current provider directory can be found at [www.libertydentalplan.com/grimmway](http://www.libertydentalplan.com/grimmway).

***I don't see my dentist on the directory, can I still go to him?***

No, if your dentist is not on the list, please do not go to him. The LIBERTY LR4 EPO plan is an Exclusive Provider Organization and services received at non contracted providers are NOT covered.

***I have additional questions, what do I do?***

Our Member Service representatives will be glad to provide you information or resolve your inquiry. Call **1-888-703-6999**, between the hours of 8:00 a.m. to 5:00 p.m. (PST) Monday through Friday. Hearing and speech impaired members (TDD users) can call **1-800-735-2929**.