

Why Join LIBERTY's Network?



- **Ease of Enrollment** – LIBERTY's online contracting and credentialing platform makes it easy to enroll as a LIBERTY provider and we make credentialing decisions within 3 weeks on average.



- **Dedicated Support** – We use a dedicated Oklahoma-based Provider Relations Team and pair each provider office with an experienced Network Manager to provide one-on-one support.



- **Access to Clinical Staff** - Our dedicated Oklahoma Dental Director and a team of staff dentists support dental offices in improving patient care. We offer peer to peer consultations within 72 hours of request and ensure we have dentists available to talk to dentists.



- **Resources and Training** – We are a trusted resource to our provider network on the latest industry trends and regulatory actions. We offer providers the opportunity to earn continuing education credits and access our library of online trainings, quarterly provider newsletters, and videos, among other resources.



- **LIBERTY's Concierge-Style Customer Service** – We answer the phone! Our call center provides “live,” first call resolution using qualified staff with dental backgrounds. Our experienced team is trained in first-call resolution to address issues in real time. We took over 550,000 provider calls last year, answering 95% of them in under 20 seconds with a 91% first call resolution rate. That means less time on the phone and more time serving patients!



- **Provider-friendly Tools** – Our newly enhanced portal includes real-time eligibility, benefits, and improved history search for claims and prior authorizations.



- **Provider Recognition** – Our programs identify providers whose performance meets our quality of care expectations so we can recognize and reward these offices with reduced administrative requirements, among other benefits.



- **Data Exchange and Interoperability** – We provide real-time information with a seamless, coordinated healthcare experience to reduce administrative burden. This environment creates higher operational efficiency, thereby, increasing provider capacity and output.



- **Value-Based Program** – Our Value-Based Program revolutionizes dental care by rewarding providers who manage patient oral health and produce improved outcomes for our members. Our 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.

Become a LIBERTY network provider online at: www.Libertydentalplan.com. Click on the Providers tab, then click on Join Our Network. For further assistance, please contact our Provider Relations Team at **888.273.3066**.