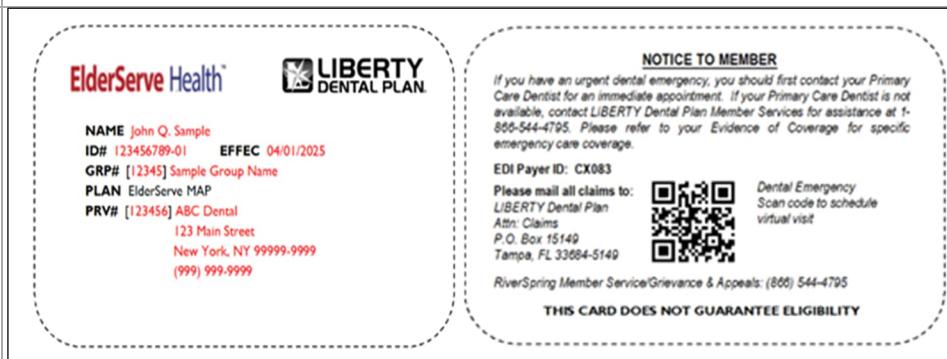


ElderServe Health

Provider Reference Guide



ElderServe Health ("ElderServe") is a Medicaid Managed Long Term Care (MLTC) and Medicaid Advantage Plus (MAP) Plan that provides members with long term care services and supports. Eligible individuals reside in Bronx, Kings, New York, Queens, Richmond, Westchester, Nassau and *Suffolk Counties. Members have coverage for essential dental benefits in accordance with New York State MMIS Guidelines.

RESOURCES AND GENERAL INFORMATION		
Provider Toll Free Number (Member Services Department)	(833)352-7924	
Provider Directory Search	Liberty Dental Plan : Find A Dentist	
Benefit Schedules	Secured Documents - Liberty Dental Plan Password: NYOrientation	
Dental Home	Required	
Specialty Care Referrals	Required	
Coordination of Benefits	ElderServe is always the payor of last resort. Should a member have dual coverage, providers should submit claims to their primary carrier prior to submitting to LIBERTY.	
ID Card	 <p>NOTICE TO MEMBER</p> <p>If you have an urgent dental emergency, you should first contact your Primary Care Dentist for an immediate appointment. If your Primary Care Dentist is not available, contact LIBERTY Dental Plan Member Services for assistance at 1-866-544-4795. Please refer to your Evidence of Coverage for specific emergency care coverage.</p> <p>EDI Payer ID: CX083</p> <p>Please mail all claims to: LIBERTY Dental Plan Attn: Claims P.O. Box 15149 Tampa, FL 33684-5149</p> <p>RiverSpring Member Service/Grievance & Appeals: (866) 544-4795</p> <p>THIS CARD DOES NOT GUARANTEE ELIGIBILITY</p>	
Grievances & Appeals	<p>Provider grievances and appeals must be in writing and mailed to:</p> <p>LIBERTY Dental Plan Attn: Grievance & Appeals Department PO Box 26110 Santa Ana, CA 92799-6110</p>	
Topic	Provider Grievances	Provider Appeals
Filing Limitation	180 calendar days	90 calendar days
Acknowledgement	15 calendar days	15 calendar days
Resolution	30 calendar days	30 calendar days
Plan request more info.	60 calendar days	60 calendar days

*Not applicable for Medicaid Advantage Plus (MAP)