

Welcome to our Network

FAQs This is intended to help you and your staff become familiar with LIBERTY. If you have any questions or need assistance, please contact your assigned Provider Relations Network Manager.

I received a Welcome Letter, what does this mean?

Welcome letters confirm your official participation in our network and your ability to begin treating patients. It provides essential information such as your office number, access code, contact information for your assigned Network Manager, a link and password to your self-guided **online orientation** and much more.

Why do I need an Access Code?

Your access code provides you and authorized office staff access to your account on LIBERTY's secure **Provider Web Portal**. You can access all countersigned contracting documents, contracted fees as well as the **ProviderDIV** website allowing you to update your provider office information.

What are the benefits of using LIBERTY's secure Provider Portal?

Our secure Provider Portal offers tools available for billing, eligibility, claim inquiries, referrals, and other transactions related to the operation of your dental practice. Providers can access the **Online Provider Portal User Guide** for detailed instructions on how to utilize the Provider Portal.

What is the ProviderDIV website used for?

ProviderDIV (Directory Information Validation) is LIBERTY's self-service online tool that allows for the validation of provider and office information. Providers should validate their directory information at least once per quarter by accessing www.libertydentalplan.com/ProviderDIV.



How can I contact my Network Manager?

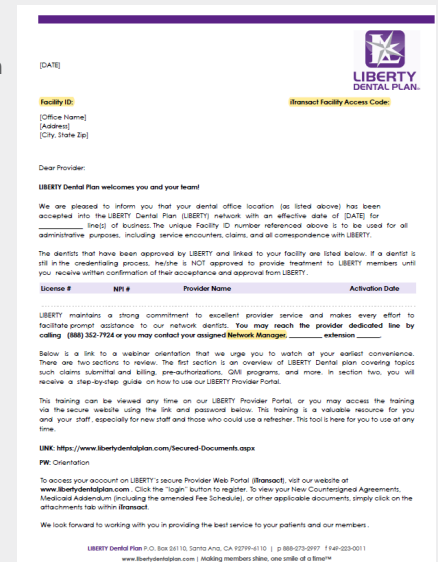
Contact information for your assigned Network Manager is listed in your welcome letter. You may also call **888.352.7924** for assistance, or send an email to provider@libertydentalplan.com.

What should I do if I need assistance with the Portal?

Email portalsupport@libertydentalplan.com or refer to the **Online Provider Portal User Guide**.

Who do I contact for further information regarding the online ProviderDIV?

Please contact your assigned Network Manager.



[DATE]

LIBERTY DENTAL PLAN

Facility ID: [Facility ID] Personal Facility Access Code: [Personal Facility Access Code]

[Office Name]
[Address]
[City, State Zip]

Dear Provider:

LIBERTY Dental Plan welcomes you and your team!

We are pleased to inform you that your dental office location (as listed above) has been accepted into the LIBERTY Dental Plan (LIBERTY) network with an effective date of [DATE] for [line(s) of business]. The unique Facility ID number referenced above is to be used for all administrative purposes, including service encounters, claims, and all correspondence with LIBERTY.

The dentists that have been approved by LIBERTY and linked to your facility are listed below. If a dentist is still in the credentialing process, he/she is NOT approved to provide treatment to LIBERTY members until you receive written confirmation of their acceptance and approval from LIBERTY.

License #	NPI #	Provider Name	Activation Date

LIBERTY maintains a strong commitment to excellent provider service and makes every effort to facilitate prompt assistance to our network dentists. You may reach the provider dedicated line by calling (888) 352-7924 or you may contact your assigned Network Manager, [extension].

Below are two actions to review: The first action is an overview of LIBERTY Dental plan covering topics such as claims, substantial and billing, pre-authorizations, GMI programs, and more. In section two, you will receive a step-by-step guide on how to use our LIBERTY Provider Portal.

This training can be viewed any time on our LIBERTY Provider Portal, or you may access the training via the secure website using the link and password below. This training is a valuable resource for you and your staff, especially for new staff and those who could use a refresher. This tool is here for you to use at any time.

LINK: <https://www.libertydentalplan.com/Secured-Documents.aspx>

FW: Orientation

To access your account on LIBERTY's secure Provider Web Portal (Bpass), visit our website at www.libertydentalplan.com. Click the "login" button to register. To view your new Countersigned Agreement, Medicaid Assentum (including the amended Fee Schedule), or other applicable documents, simply click on the attachments tab within Bpass.

We look forward to working with you in providing the best service to our patients and our members.

LIBERTY Dental Plan P.O. Box 28110, Santa Ana, CA 92709-4110 | p. 888-275-2977 | f. 949-223-0011
www.libertydentalplan.com | Making members shine, one smile at a time™

PRO TIP

Keep your welcome letter in a safe place as you will need to refer back to it often.

Am I required to complete Provider Compliance Training?

Yes. Each office is required to attest to reviewing the annual compliance trainings. Contracted offices must ensure that all providers and other personnel complete LIBERTY's required free trainings or other comparable trainings on the required topics within thirty (30) days of initial hiring or contracting, and annually thereafter. You may access LIBERTY's free courses from our website's **Provider Compliance Training** section. You have the option to print a certificate of completion upon successful attestation. You can attest by completing our **Training Acknowledgment form** online.

How do I access the Provider Reference Guide?

The Provider Reference Guide is intended to aid providers and their staff members in becoming familiar with the enrollment and administration of LIBERTY's plans. Updates are available online by logging on to the **Provider Portal** or accessing the **Provider Resource Library** on our website.