

You've got questions? We've got answers.

How do I authorize LIBERTY Dental Plan to access my CAQH application?

In order for LIBERTY to access your CAQH application, you will need to authorize our organization to acquire your information. Please visit the **CAQH's website** to update your authorization selection and click "Authorize" from the top navigation menu.

How do I get back to an application I already started?

You have the ability to save and pick back up where you left off at a later time. You will need your username and assigned password to access your saved application again.

Can I complete multiple applications at one time?

The system only allows for the completion of one application at a time. You will need to complete the entire application before moving on to the next one.

Can I enroll a provider at locations in multiple states using the same application?

No. Application requirements vary may by state. You will need to complete each state's application before moving on to the next one.

Do I need a username and password for each dentist or office?

Yes. Unique credentials are assigned by LIBERTY to each provider/office and are linked to the application being completed.

Is it okay to have gaps in my work history?

Work history requirements may vary by state. We recommend including explanations for any gaps as best practice.

How do I select the plans I want to participate in?

Plan options will appear in one of the first three screens. Select the appropriate plan types that you wish to participate in (i.e. Medicaid, Medicare Advantage, Commercial etc.) You may select more than one.

Can an office manager sign the enrollment documents on behalf of the office and/or provider?

An Authorized Signatory form must be signed by the CEO/Owner delegating another employee (i.e. Office Manager, Management Company Contact, etc.) to sign enrollment documents on their behalf. **Please do not complete this form if you do not intend to authorize another signer.**

How do I know which forms are required to be completed and which ones are not?

If a form is required, you will not be able to move forward until it has been completed. The optional forms will have an 'opt-out' button allowing you to skip and move to the next one.

What is the Site Application used for?

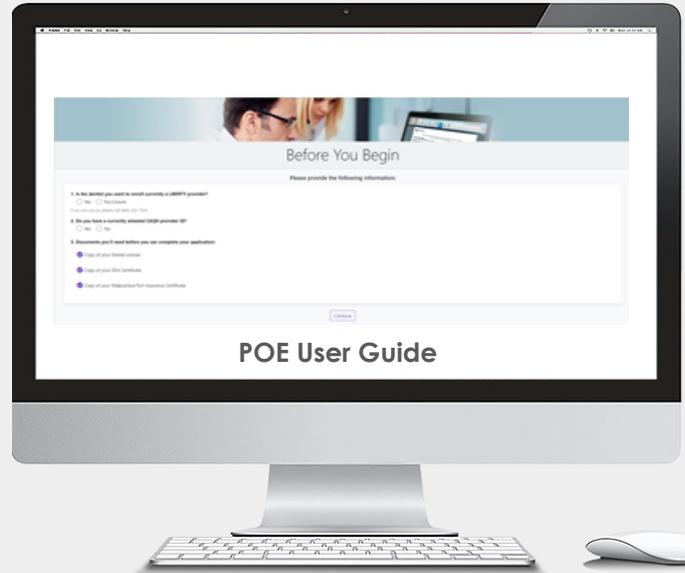
A site application is only required if the dentist intends to perform covered services outside of a standard office setting such as a hospital, mobile unit, school-based program, skilled nursing facility or an ambulatory surgical center.

What am I attesting to in the CMS Attestation?

LIBERTY monitors and ensures all contracted offices and their staff operate in compliance with applicable laws and regulations required by your contract. Contracted offices have the option to complete LIBERTY's required trainings or other comparable trainings on the required topics within thirty (30) days of initial hiring, contracting, and annually thereafter.

How do I indicate a different mailing address for Payment Remittances than the mailing address for correspondence?

Ensure the W-9 and Facility Application are correctly completed with the separate correspondence and mailing addresses indicated properly. Your recruiter will follow up with you if additional information is needed.



This is intended to help answer any questions that come up during the Online Enrollment process.

*If you have additional questions or need technical assistance, please email Provider@libertydentalplan.com, call **888.352.7924**, contact your Recruiter or access the POE User Guide linked above.*