State of Nevada Selects LIBERTY Dental Plan of Nevada as state’s provider for Oral Healthcare

Carson City, Nev. – National dental healthcare provider, LIBERTY Dental Plan of Nevada (LIBERTY), has accepted a two-year contract with Nevada Division of Health Care Financing and Policy to become the state’s Medicaid provider for oral healthcare. The company was awarded the contract in April of this year and the Board of Examiners, which includes Governor Brian Sandoval, Attorney General Adam Laxalt and the Secretary of State Barbara Cegavske, finalized the decision in August. With a team of over 70 employees in its Las Vegas office, and over 450 employees nationally, the company provides services to more than 3 million members nationwide.

“We’re proud to have the opportunity to serve Nevadans, especially those who need it the most,” said Dr. Amir Neshat, Founder and CEO of LIBERTY. “Our mission has always been to provide the best oral healthcare, while making it efficient and accessible.”

LIBERTY has been serving Nevada communities for the last ten years, including plan participants from several major Nevada hotels, Medicare Health Plans and Labor and Trust organizations. Founded by dentist Amir Neshat, the company prides itself on providing the same level of quality benefits that private pay members receive to its government-sponsored underserved members. To accomplish this mission, Dr. Neshat has assembled a leadership team with over 200 years of combined experience in the dental industry. LIBERTY operates and lives by the slogan “Helping Members Shine – One Smile at a Time.” Its philosophy is simple and has remained the same since its inception and that is to be committed to ensuring that its members receive quality, innovative and efficient dental benefits.

For more information on LIBERTY Dental Plan visit www.libertydentalplan.com/NVMedicaid.
Did you know? In America, there are over 19 million members covered through a Medicare Advantage Program, and the number of covered eligibles is increasing by an average of 60,000 new members per month?

**Urgent CMS Update** - Enrollment as an “855i practitioner” will be required if you wish to continue treating the growing population of Medicare Advantage members.

If a dentist wants to continue as a contracted provider treating Medicare Advantage members, and intends to submit claims for services rendered, they must be enrolled as a “Practitioner” no later than March 2018 to be listed in a Medicare Advantage network directory. As of January 1, 2019, contracted dentists must have enrolled as “Practitioner” in Medicare to be eligible to receive claim payments for non-emergency services.

**There are two ways to enroll for Medicare as a “practitioner”:**

**Online**

For expedited processing, you may submit your 855i enrollment application or your conversion from 855o “ordering and referring” status to an 855i enrollment application electronically using the Internet-based Provider Enrollment, Chain, and Ownership System (PECOS) located at [https://pecos.cms.hhs.gov/pecos/login.do](https://pecos.cms.hhs.gov/pecos/login.do)

**Mail**

LIBERTY at the FDC 2017

LIBERTY Dental Plan’s Provider Relations Department proudly represented LIBERTY at the Florida Dental Convention, June 22-24th, in Orlando.

LIBERTY’s booth was decked in LIBERTY purple. A fun “spinning wheel!” and raffle attracted many dental offices and their associates to the booth to “take a spin”, ask questions about LIBERTY and meet the team.

The “spinning wheel” gave providers a chance to win several LIBERTY logoed items such as a back scratcher, tote, cell phone wallet or lip gloss. The raffle prize, Powerbeats3 Wireless In-Ear Headphones, was a hit!

Pictured below left to right: Lori Longerbeam (LIBERTY’s North Florida Network Manager), the winner of our Powerbeats3 Wireless In-Ear Headphones raffle prize, Dr. Rick Harrison and his wife, Dr. William Kochenour (LIBERTY Dental Consultant), Betty Gilbert (LIBERTY Vice President, Provider Relations) and Ahyniela Acosta (LIBERTY West Florida Network Manager)

Reminder about Credentialing

We would like to remind you LIBERTY requires that dentists rendering services to LIBERTY members be credentialed with LIBERTY. Any claim submissions from a non-credentialed billing or treating dentist may be pended or denied. To avoid a delay in the processing of your claim(s), please have all new associates (dentists) complete LIBERTY’s provider credentialing process.

To become a LIBERTY provider, please follow these simple steps:

- Go to www.libertydentalplan.com
- Hover your mouse over the PROVIDER tab and click on Join Our Network
- Fill out the Provider Interest Form
- A Professional Relations team member will contact you

If you have any questions regarding the credentialing process, please contact Professional Relations at 888.352.7924.

www.libertydentalplan.com
Spore Testing

Spore testing or biological monitoring of sterilizers is required in many states and the Centers for Disease Control recommend that spore testing be performed on each sterilizer in your office on a weekly basis. For further guidance regarding sterilization procedures, please consult your state dental board and the CDC website www.cdc.gov.

Oral Health Cancer Screenings

Each year, more than 30,000 new cases of cancer of the oral cavity and pharynx are diagnosed and 8,000 deaths are due to oral cancer.

The 5-year survival rate for these cancers is only about 50%. LIBERTY recommends oral cancer screenings be conducted at every visit, as early detection is the key to increasing an individual’s survival rate for these cancers.

Cultural Competency Corner

LIBERTY has worked arduously to develop a comprehensive and culturally inclusive program that will benefit both you as a provider and every member serviced within our networks. Below are some quick tips to ensure full compliance with LIBERTY’s Cultural Competency Program:

Be sure to record the member’s preferred language in their record

When a member with a preferred language other than English refuses interpretation services, document it in their chart

LIBERTY strongly discourages the use of friends, family and particularly minors as interpreters. To access telephonic interpreting services for LIBERTY members at no cost, please call 888.352.7924.
Utilization Review

What to Expect

The utilization review process is designed to ensure that dental procedures reported on behalf of enrollees, by their dental office, are rendered consistent within the provisions of the benefit plan and the participating provider agreement.

As part of the contractual agreement dental benefit plans have with their employer groups, government programs and members, they are required to have a utilization review process. State regulators, CMS and Medicaid programs also have requirements for the dental benefit plans to have antifraud policies and procedures in place for all programs.

The utilization review process may begin with pre-authorization requirements, review of services after treatment is rendered and/or post-payment review. Concerns are generally related to patterns of over-or under-utilization of service identified through statistical analysis for peer groups, utilization data and/or dentist practice patterns. Identification of a concern can come from complaints and claims processing.

The utilization review is also designed to identify potential fraudulent billing patterns. Here is a list of the type of issues that may be identified:

- Billing for services not rendered
- Intentional misreporting of procedures, dates of service, name of the treating dentist
- Deliberate performance of unnecessary and/or costly services
- Reporting a more expensive procedure than what was rendered (upcoding)
- Alteration of patient record

Based upon the result of the analysis, the dental plan may decide it is necessary to review a sample of patient records to evaluate and validate patterns. The plan may request that patient records be submitted for review or that the dental office participate in an on-site or desktop review. If you are a contracted provider, it is likely the provider agreement with the plan required you to comply with these types of requests.

Because many dental offices have contacted their state dental associations for assistance, it is important that dentists understand the purpose of the utilization process.
HIPAA Alert

Compliance Program
LIBERTY Dental Plan is committed to establishing and maintaining its business operations in compliance with ethical standards, contractual obligations and all applicable statutes, regulations and rules, including those pertaining to federal CMS regulations (when applicable).

Protecting Patient Privacy in Open Areas
When you are talking to or about a patient, do you give much thought to who might be listening? While HIPAA does not require that all risk of possible disclosures be eliminated, dentist offices, clinics, health plans and other entities covered by HIPAA must have “reasonable safeguards” in place to avoid prohibited disclosures of protected health care information (PHI) and to limit incidental disclosures (disclosures that are unavoidable by product of an otherwise permitted disclosure).
Reasonable and appropriate safeguards must be in place to protect patient privacy even in the office.

LIBERTY recommends that you assess the potential risks to patient privacy and impacts on patient care in your open practice as well as any administrative or financial burden from implementing any safeguard as follows. Consider steps that other prudent health care professionals take to protect patient privacy. Examples that may be considered as reasonable safeguards include:

► Asking waiting patients to stand a few feet back from a counter used for discussing patient information
► Using cubicles, dividers, shields, curtains or similar barriers in an area where multiple patient-staff communications routinely occur
► Ensuring patient files are supervised or locked

Please be mindful of privacy rules and guidance. When speaking with a patient about information and/or instructions that are personal and should be private, keep in mind who might be listening and take care to have reasonable safeguards in place to avoid prohibited disclosures.
LIBERTY is pleased to announce that we have been selected to administer the Dental Benefits for the following new groups:

**Effective 7/1/2017**
- **California**
  - Grimmway Enterprises, Inc. PPO OSE
  - Idyllwild Arts Foundation
  - Muir Longboard Shop, Inc.
  - Adat Ari El
  - Oxnard Manor
  - Clare Foundation
  - Endeavor College Prep
  - Pinup Girl Clothing
  - Metric Machining
  - Equipoise Corporation
  - Ima Management, Inc.
  - Proactive Wellness
  - Westar Plumbing Company
  - Ronin Staffing, LLC
  - Precision Waterjet
  - Kehillat Israel Reconstructionist Congregation
  - Brookfields Restaurant
  - Running Springs Water District
- **Nevada**
  - ServPro of Northern Las Vegas

**Effective 8/1/2017**
- **California**
  - Notarize 247, Inc.
  - Kitchen Management
  - California Economizer, Inc.
  - Evolve Dental Technologies
  - Teen Challenge of Southern California
  - Promises2Kids Foundation
  - Plant Prefab
  - IV Med Services
  - MAHAMEDI IP LAW, LLP
  - Golden State Medicare Health Plan SLO
  - Mission Springs Water District
  - Mac’s Equipment, Inc.
  - Airport Connection, Inc. dba Roadrunner Shuttle
  - Hoblit Motors
- **Nevada**
  - Calvary Chapel Spring Valley
  - Best Air Plumbing Repair

**Effective 9/1/2017**
- **California**
  - Greer’s Banner Air
  - Central Valley Shoring, Inc.
  - Summit Performance Group
  - Verdugo Tool & Engineering
  - New Directions, Inc.
  - Shasta Eye Medical Group
  - Future Ford Lincoln of Roseville
  - Future Nissan
  - Nissan of Folsom
  - Future Ford of Sacramento
  - Future Ford of Concord
  - Future Ford of Clovis
  - SunWest Foods
  - SunWest Milling
- **Nevada**
  - Noggle Law PLLC

LIBERTY appreciates your participation, partnership and our mutual goal to provide your patients and our members the highest quality of health care.
Can You Communicate in the Same Language as Your Patients?

With over 3 million LIBERTY Dental Plan members, we are keenly aware that many of our members may speak languages other than English. This diversity of spoken language creates an opportunity for LIBERTY to partner with you to effectively communicate with your patients. Many clients require LIBERTY to offer no-cost interpreters for our members at the provider offices. Not all members are eligible for this service.

To request a telephonic, or, in some cases, a face-to-face interpreter for dental visits, call LIBERTY’s Member Services Department at 888.352.7924 at least two business days prior to the patient’s appointment. For eligible members, LIBERTY may arrange for telephonic interpreters 24 hours a day, seven days a week. To access telephonic interpreting services for members, please call 888.352.7924.

Provider Satisfaction Survey

LIBERTY would like to thank all of the Providers who participated in our recent satisfaction surveys; we appreciate your valuable feedback. We strive to enhance the level of service you receive from us and appreciate your partnership to provide the highest quality of care to our members.

If you have any questions regarding this survey, please feel free to call our Professional Relations Department at 888.352.7924.