



# CenterLight Healthcare PACE Provider Reference Guide

CenterLight Healthcare Program of All-Inclusive Care for the Elderly (**PACE**) provides participants 55+ and in need of nursing home level care with coordinated services and support. Eligible individuals reside in Bronx, Kings, New York, Richmond, Queens, Nassau, Western Suffolk and Westchester Counties. PACE participants 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)	<b>833.276.0853</b>	
Provider Directory Search	<a href="#">Liberty Dental Plan: Find A Dentist</a>	
Benefit Schedules	<a href="#">Provider Portal - Sign In</a> Available for download in the Provider Portal	
Dental Home	Not Required	
Specialty Care Referrals	Not Required	
Coordination of Benefits	If a participant has a primary to Medicare coverage, such as an employer coverage, claims must be submitted to that carrier prior to submitting to Liberty.	
Prior Authorizations	Providers must submit narratives, participant records and diagnostics related to prior authorization requests.	
ID Card	<p>Providers utilize their current CenterLight member ID card for dental benefits</p> <div>   </div>	
Grievances & Appeals	<p>Provider grievances and appeals must be in writing and mailed to:            Liberty Dental Plan            Attn: Grievance &amp; Appeals Department            PO Box 26110            Santa Ana, CA 92799-6110</p>	
Topic	Provider Grievances	Provider Appeals
Filing Limitation	180 calendar days	90 calendar days
Acknowledgment	15 calendar days	15 calendar days
Resolution	30 calendar days	30 calendar days
Plan request more info	60 calendar days	60 calendar days