

Tele-Dental Video Transcript

Let's talk about how Liberty Dental Plan's Tele-Dental System works.

In the event that you cannot reach your Primary Care Dentist, and you are experiencing pain or discomfort and think you are in need of URGENT dental care call 866-544-2981

This number can be called 24/7 and is always staffed by our team of Member Service Representatives who are trained and ready to begin triaging your emergency. We have our translation service team on call as well if your preferred language is not English.

Our member service representative will ask you a few brief questions prior to connecting you to one of Liberty Dental Plans Licensed Staff Dentists. At this point, the Dentist will have the option of connecting to you through our Video conference. You will receive a text message to your phone with a link to join the Video. If you do not have access to a video enabled device, or chose not to have video enabled, you can still have your dental consult telephonically.

Our dentists will begin a thorough exam reviewing your symptoms, your past medical and dental history before coming to a resolution. This may include calling in a prescription to your local pharmacy or having our member services team find you the next available appointment at a dentist in your area.

However, if any of your symptoms include difficulty breathing, or you have swelling that you feel is closing of your airway, immediately dial 9-1-1

We want you to know that Liberty Dental Plan will be here to support your urgent dental needs throughout these uncertain times. Please be safe, we will get through this together.