



LIBERTY QUARTERLY PROVIDER NEWS



FL Medicaid
Serving the Sunshine State

Dr. Todd Gray

Chief Dental Officer



LIBERTY Welcomes Dr. Todd Gray to New Role

Last summer, Dr. Todd Gray was named as LIBERTY Dental Plan's Chief Dental Officer, following the retirement of Dr. Richard Goren. Dr. Gray has previously served as LIBERTY's Nevada Dental Director and National Dental Director, Pediatric Dentistry. In his new role, Dr. Gray is the chief clinical professional for LIBERTY, supervising all dental consultants and staff dentists, and overseeing all quality and utilization management teams. He oversees utilization review determinations, coverage determinations, medical necessity determinations, grievance and appeals determinations, and provider dispute determinations. Dr. Gray has practiced clinical dentistry for 15 years in both California and Nevada, with an emphasis on providing care for underserved and special needs populations. Outside of clinical practice, he has served as a board member and consultant for several professional and community organizations.

Dr. Gray maintains membership in the American Dental Association, the American Academy of Pediatric Dentistry, the American Association of Pediatric Medicine, and the International Association of Orthodontics. Dr. Gray is a licensed dentist in Nevada, California and Arizona. He holds a BS in biology from the University of Nevada, Las Vegas; a DDS from the University of Iowa College of Dentistry; and a Certificate in Pediatric Dentistry from the University of Iowa College of Dentistry.



**PRESIDENT, CHIEF EXECUTIVE OFFICER,
LIBERTY DENTAL PLAN**
Amir Neshat, D.D.S.

CHIEF DENTAL OFFICER
Todd Gray, D.D.S.

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Anne Weeks

VICE PRESIDENT, PROVIDER RELATIONS
Betty Gilbert

VICE PRESIDENT, PROFESSIONAL SERVICES
Dung Ton

NATIONAL VICE PRESIDENT, PROVIDER RELATIONS
Kay Kabarsky

ART DIRECTION & DESIGN
Russ Niewiarowski

If you have comments or questions, please contact:

LIBERTY Dental Plan Professional Relations
340 Commerce, Suite 100
Irvine, CA 92602

INTERNET ACCESS

libertydentalplan.com

- Verify Member Eligibility
- View Member Claims Submission
- Review Member Benefit Plans
- Submit Claims, Pre-Estimates and Referrals

PROFESSIONAL SERVICES

- Contracting
- Provider Education

TOLL FREE TELEPHONE:

California: 800.268.9012
Florida: 888.352.7924
Nevada: 888.700.0643
New York: 833.276.0853
All other States: 888.352.7924

TOLL FREE FAX:

California: 800.268.0154
Florida: 888.334.6034
Nevada: 888.401.1129
All other States: 888.401.1129

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OUR MISSION

LIBERTY Dental Plan is committed to being the industry leader in providing quality, innovative, and affordable dental benefits with the utmost focus on member satisfaction.

FL Medicaid

Serving the Sunshine State



LIBERTY Awarded Florida Medicaid Statewide Dental Plan Contract

LIBERTY is pleased to announce that on June 28, 2018, the Florida Agency for Health Care Administration (AHCA) published its Notice of Intent to Award a Florida Medicaid Statewide Dental Plan Contract to LIBERTY Dental Plan of Florida, Inc. LIBERTY will be one of three dental plan administrators serving approximately 3.4 million Medicaid recipient children and adults enrolled throughout the State of Florida.

Dental services will begin during a three-phase roll out beginning December 1, 2018 in Medicaid regions 9, 10, and 11. The second phase will begin January 1, 2019 in regions 5, 6, 7, and 8. The final phase will begin February 1, 2019 in regions 1, 2, 3, and 4.

"On behalf of our organization, we are honored and proud to have been selected by the Florida Agency for Health Care Administration to help the State of Florida administer this important program for Florida recipients and their families," said Dr. Amir Neshat, Founder and CEO.

"We will build upon 18 years of national experience, including 5 years of Medicaid experience in Florida, to improve the quality and accessibility of oral health care for our members. We also look forward to working closely with our dental provider partners across the Sunshine State."

Human Papilloma Virus HPV

Did you know that dentists can play a key role in decreasing growing rates of HPV (Human Papilloma Virus)-positive oropharyngeal cancers?

HPV-positive oropharyngeal cancer has exceeded cervical cancer as the most prevalent HPV cancer, affecting about 11,600 people in the U.S. each year. Oropharyngeal cancer can be prevented with the HPV vaccine. This vaccine is most effective when given before age 13 to achieve the best immune response, and it provides long-lasting protection.

Individuals with the highest risk factors for oropharyngeal cancer include those who chew tobacco, are heavy smokers, have poor oral hygiene, use marijuana, and have chronic inflammation or a weakened immune system. Men are four times more likely to have oral HPV than women.

LIBERTY encourages our dental providers to take the following actions to help prevent HPV-Positive oropharyngeal cancer for their patients.

1. Educate parents and promote the HPV vaccination. Some ideas include:
 - a. Posting information about HPV in your waiting room
 - b. Adding a question about immunizations when taking medical histories
 - c. Discussing the physical symptoms of bumps and lumps
2. Share information and make patient referrals for the HPV vaccine.

3. Partnering with pediatricians and primary care providers to ensure the continuum of care. Together you can develop and share examples of clear, concise messages, such as:
 - You have the power to protect your child against several types of cancer.
 - We now have a vaccine to prevent several types of cancer.
 - HPV causes around 70% of throat cancer.
 - As a parent, you have the power to help ensure your children are healthy through vaccination.
 - Take your child to the doctor and dentist now to prevent health problems later.
4. Educate your staff about the link between HPV and oropharyngeal cancer, and ensure they know the difference between oral cancer and oropharyngeal cancer.

The following resources are available to you:

- ADA's Evidence-based Clinical Practice Guidelines for the Evaluation of Potentially Malignant Disorders in the Oral Cavity: [https://jada.ada.org/article/S0002-8177\(17\)30701-8/fulltext](https://jada.ada.org/article/S0002-8177(17)30701-8/fulltext)
- American Academy of Pediatric Dentistry policy Statement on HPV vaccination: http://www.aapd.org/media/Policies_Guidelines/P_HPV_Vaccinations.pdf

Suggested educational materials:

4 Things a Parent Needs to Know About Human Papillomavirus (HPV) https://www.hpv.com/static/pdf/MKHPV_FACT_SHEET.pdf and Diseases and the Vaccines the Prevent Them: HPV: <https://www.cdc.gov/vaccines/parents/diseases/teen/hpv-indepth-color.pdf>

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 every week.

For further guidance regarding sterilization procedures, please consult your state dental board and the CDC website www.cdc.gov.

30,000
new cases
8,000
deaths

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 people die from oral cancer. The 5-year survival rate for these cancers is only about 50%.

LIBERTY Dental Plan (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.

Provider Directory Validation

Recent changes to state and federal law require LIBERTY to actively verify and maintain the accuracy of our provider directories, which are available to members and the general public.

Accordingly, so you can be included in our provider directories, we ask you to verify every quarter that the information we have on file for you is accurate.

Not only is it important to keep provider data as current as possible, it's the law.

Notify LIBERTY immediately about:

- A dentist joins or leaves your office
- Your office has an address change
- Your office has a TIN change
- Your office has any billing address changes
- Your office hours change
- The languages spoken in your office change
- Whether you are accepting new members
- Plans or programs your office currently accepts

If you have any questions or need to update your provider profile, please contact LIBERTY's Professional Relations Department via fax at **714.389.3520** or email us at directoryupdate@libertydentalplan.com.



Below is the information we currently share about you in our provider directory. Please review for accuracy and provide updates. Please mail, fax or email a copy of this verification form to:

LIBERTY Dental Plan
 P.O. Box 26110
 Santa Ana, CA 92799-6110
 Fax: (714) 389-3520 Email: directoryupdate@libertydentalplan.com
 Network Manager: Shelley Weiser

DIRECTORY INFORMATION VERIFICATION

OFFICE ID - Office Name: _____ OFFICE NPI: xxxxxxxxxx

ADDRESS: Address, City & Zip _____ OFFICE PHONE: (xxx) xxx-xxxx OFFICE FAX: (xxx) xxx-xxxx

FACILITY INFORMATION: _____ EMERGENCY 24 Hour: Yes No WHEELCHAIR ACCESS: Yes No

CONTACT: Office Manager Yes No Please provide a secure email address that you can share publicly in the directory (OPTIONAL): _____

LANGUAGES (OTHER THAN ENGLISH): Spanish, French _____

FACILITY HOURS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	09:00 AM to 05:00 PM	08:30 AM to 07:00 PM	09:00 AM to 05:00 PM	08:30 AM to 05:00 PM	09:00 AM to 05:00 PM		

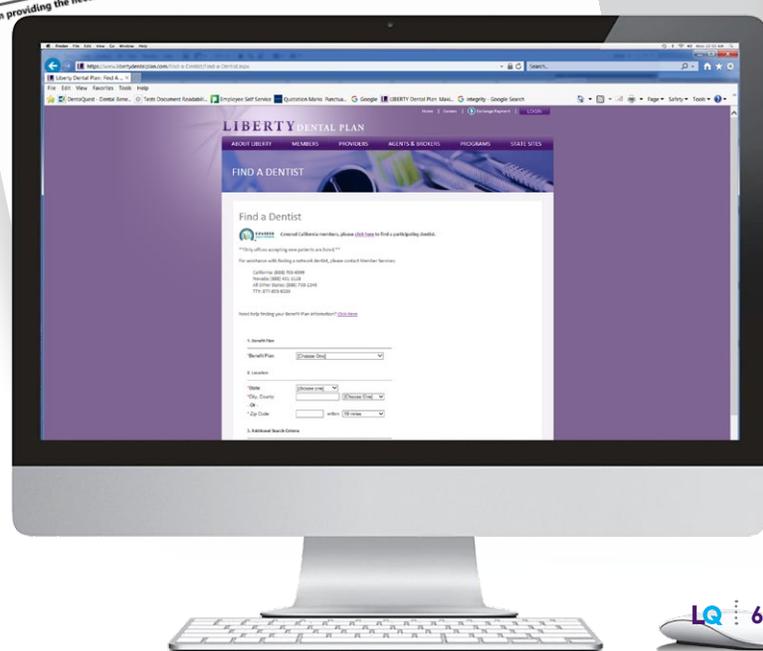
ROUTINE: 5 Days IN-OFFICE WAIT: 10 Minutes SPECIALTY ACCESS: _____ Days

AVAILABILITY INITIAL: 5 Days HYGIENE: 5 Days

NETWORKS: Accepting New Patients? _____

PROVIDERS (Area of Specialty), LICENSE & NPI NUMBERS: _____
 Last, First (Dentist) _____ LIC. License # _____ NPI: xxxxxxxxxx

I am providing the necessary update(s) below:



Provider Compliance Training

As a participating provider who sees Medicare and/or Medicaid members under LIBERTY's benefit plans, you are required to comply with The Centers for Medicare and Medicaid Services' (CMS) training requirements. These requirements include General Compliance, Fraud, Waste and Abuse, Code of Conduct, Cultural Competency & Critical Incident Trainings.

These trainings, along with our Code of Conduct, are posted on our website. Completion of these courses will meet the current CMS training requirements.

Please follow the steps listed below to access these trainings:

- Go to www.libertydentalplan.com
- Click on Providers at the top of the page
- Click on each of the trainings on the left:
 - Critical Incident Training
 - Cultural Competency Provider Training
 - General Compliance Training
 - Fraud Waste & Abuse
 - LIBERTY Dental Plan Code of Conduct
- Complete all required information in each training
- Complete the survey at the end and click **SUBMIT**

We are providing an attestation for you to sign and return to LIBERTY acknowledging completion of these trainings for each provider in your office. The attestation is available at the following link: <https://www.libertydentalplan.com/Resources/Documents/Provider%20Compliance%20Attestation.pdf>

Signed attestations may be returned via any of these methods:

- Fax to: **949.313.0766**
- Email to: PRInquiries@libertydentalplan.com



- Upload the attestation to our website: <https://www.libertydentalplan.com/Providers/Provider-Training-Acknowledgement.aspx>

- Mail to: LIBERTY Dental Plan, Attention: Professional Relations, P.O. Box 26110, Santa Ana, CA 92799-6110.

Additional resources and educational trainings are available, at no cost, on our website. We encourage you to visit the website to access these additional resources.

Cultural Competency Corner

Provider Training

LIBERTY recognizes the importance of serving members in a culturally and linguistically appropriate manner. Increasing cultural competence empowers health care providers to be respectful and responsive to the health beliefs, practices and the cultural and linguistic needs of our diverse patient base. LIBERTY has created a Cultural Competency Training resource to help you, and your staff, increase your cultural awareness. Training courses such as this ensure the needs of culturally diverse populations are being met. In some areas, this training is required by law. However, LIBERTY feels that providing this training resource to all our providers will help them with the variety of cultural concerns facing today's dental office.

The goals of this training are to:

- Provide guidelines to communicate successfully about health care across social boundaries
- Build understanding and trust between provider and patient
- Work with patients to develop effective and culturally relevant treatment plans

Even if a provider does not speak a patient's preferred language, he or she can take steps to ensure successful patient provider communication and sensitivity to how various cultures face health care decisions. Doing so will reduce the risk of misunderstandings.

You may find the **Cultural Competency Provider Training** in the **Provider Portal** or by following: <https://www.libertydentalplan.com/Providers/Cultural-Competency-Provider-Training-1.aspx>.



Did you Know?

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**

Provider Documentation

Written treatment plans are beneficial to all parties involved (practitioner, office staff, patient) and are an excellent way to coordinate patient care, document recommendations for care, estimate the cost and time involved in treatment, and manage professional liability issues. For staff, written plans aid in scheduling appointments, managing referrals and consultations with other providers, preparing properly for each visit, and processing insurance. For patients, the written plan serves as a reminder of the treatment sequence, organized informed consent discussions, and helping ensure they receive all necessary information.

Present and in Ink

The treatment plan should list the services to be performed for the patient and should be based on the medical and dental history, clinical examination and diagnosis. It should be supported by a complete and accurate clinical record and take into account the relatable urgency and severity of the patient's condition. Treatment alternatives should also be included.

For extended or complex treatment, the plan should also include a schedule of visits, estimated timeline, and brief description of the services to be performed at each appointment. Any conditions that are being monitored should be noted, as well as the fact that the patient was informed accordingly. The extent to which the patient has accepted or rejected the recommended treatments should also be recorded, where applicable.

Informed Consent

Informed consent guarantees each person the right to refuse treatment, to consent treatment, and to withdraw consent to treatment. Consent may be implied or expressed; implied consent is usually ascertained by the actions of the patient – as with the patient who opens his or her mouth for an examination; expressed consent may be oral or written. To remain in compliance, the dentist should be certain that the patient has consented to the procedure, confirming their consent in writing.

For consent to be properly informed, the dentist must give the patient the following information:

- The diagnosis or problem noted
- The nature and purpose of the proposed treatment
- The treatment alternatives available (not just the ones that the dentist provides)
- The likely consequences of not having the treatment
- The cost of each option

For your convenience, informed consent forms can be found at: <https://www.libertydentalplan.com/Providers/Provider-Resource-Library.aspx>



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 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 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.



After Hours Care

The American Dental Association (ADA) Principles of Ethics and Code of Professional conduct states “Dentists shall be obliged to make reasonable arrangements for the emergency care of their patients of record.” In most cases, the patient is best served by the treating dentist, by someone who works with the treating dentist or by another dentist in the community who is or may easily become familiar with the patient’s treatment history. A patient injured as a result of inadequate after-hours coverage may allege that the treating dentist, facility or both abandoned them. To reduce the risk of potential liability, the office is professionally responsible to provide coverage.

Acceptable After-Hours Methods include:

- An answering machine with an emergency telephone number to contact yourself or a participating doctor in your office, or a dentist “on call” to cover your emergencies
- An answering machine outgoing message may refer patients to the emergency room for after-hours care for “life-threatening” or “medical emergencies” or for patients who have not been treated in the office before
- An answering service
- For offices that take a message via a service or an answering machine, there should be a clear message as to when the member will receive a call back
- A member who is a patient-of-record in your practice, or is assigned to your office as their primary care dental facility, should expect to receive a call back in a reasonable time frame – generally 1-3 hours
- Patients with true dental emergencies should be seen within 24 hours or sooner if medically indicated

If you have any questions regarding the standards for After-Hours Accessibility, please contact our Professional Relations Department at **888.352.7924**.

