

WHAT IS FW&A?

EPSDT BENEFITS

HIPAA ALERT

QUALITY ASSURANCE REVIEWS



LIBERTY DENTAL PLAN
Making members shine, one smile at a time™

VOLUME 5, Q2 | SUMMER 2019



LIBERTY QUARTERLY PROVIDER NEWS



ACCREDITED
Dental Plan
Expires 07/01/2022

A scenic photograph of a coastal town at dusk. The sky is a deep blue, and the town's lights are visible on the hillsides. The ocean is calm, with some white foam from waves breaking on the shore. The foreground shows a rocky cliffside with some greenery.

California: Health Net Provider Proposition 56 Supplemental Payments

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The State of California has extended Proposition 56 payments into the 2018-2019 fiscal year. They have also added additional codes and increased amounts paid on existing codes. This is a pass-through payment from the State directly to you as a Health Net provider.

LIBERTY Dental Plan began processing Health Net's 2018-2019 Proposition 56 Supplemental Payments on approved eligible procedures for July 1, 2018 through June 30, 2019 during the month of March 2019. Any claims for the period will be reprocessed for retroactive payments automatically by LIBERTY. Supplemental payments will be paid as separate checks for the eligible period with an Explanation of Payment (EOP).

For more details on Proposition 56 and the list of procedures including the Denti-Cal Bulletin, you may access the Denti-Cal and DHCS websites at the following links:

<http://www.dhcs.ca.gov/services/Pages/Proposition-56-Dental.aspx>

https://www.denti-cal.ca.gov/DC_documents/providers/provider_bulletins/Volume_34_Number_21.pdf ■



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CA – Medicaid HMO and Marketplace HMO
NV & FL – Medicare, Marketplace, Medicaid and Commercial HMO,
EPO, PPO and POS.

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Amir Neshat, D.D.S.

CHIEF DENTAL OFFICER & SR. VP, QUALITY MANAGEMENT

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Janet Cardillo, CA and PR Operations
Marc Couch, AZ, HI, North and Central Regions
Nicole Mosca, Northeast Region

If you have comments or questions, please contact:

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

INTERNET ACCESS

www.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 Jersey:	833.276.0854
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.

It's Official!

As of July 1, 2019, LIBERTY Dental Plan holds **FULL URAC Dental Plan Accreditation** in the following markets: **CA** – Medicaid HMO and Marketplace HMO **NV & FL** – Medicare, Marketplace, Medicaid and Commercial HMO, EPO, PPO and POS.

FW&A What is Fraud, Waste and Abuse?



By Dr. Peter Fuentes, D.M.D
 National Director of Clinical Oversight

Fraud is knowingly and willfully executing, or attempting to execute, a scheme or artifice to defraud any health care benefit program or to obtain, by means of false or fraudulent pretenses, representations, or promises, any of the money or property owned by, or under the custody or control of, any health care benefit program.

Waste includes practices that, directly or indirectly, result in unnecessary costs, such as overusing services. Waste is generally not considered to be caused by criminally negligent actions but rather by the misuses of resources.

Abuse includes actions that may, directly or indirectly, result in unnecessary costs.

Abuse involves paying for items or services when there is no legal entitlement to that payment, and the provider has not knowingly or intentionally misrepresented facts to obtain payment.

How Do I Report Any Suspected FW&A to LIBERTY?

All suspected issues of Fraud, Waste, or Abuse can be reported anonymously by calling LIBERTY's toll free hotline **1.888.704.9833**. LIBERTY's **Compliance Department** and **Special Investigations Unit** also have email addresses for reporting FW&A.



Compliance:

Privacy/HIPAA, Ethics or Fraud, Waste and Abuse: 1.888.704.9833
compliance@libertydentalplan.com



Special Investigations Unit:

Fraud, Waste and Abuse: 1.888.704.9833
siu@libertydentalplan.com

EPSDT Benefits

Early and Periodic Screening, Diagnostic and Treatment

LIBERTY provides comprehensive, diagnostic and preventive dental services to eligible recipients up to the age of 20 or under the age of 21 years (based on state requirement); if the services are medically necessary to correct or better a defect, condition, or a physical or mental illness that **exceeds** the state's Medicaid benefit. This includes emergency, preventive and therapeutic services for dental disease that, if left untreated, may become acute dental problems or cause irreversible damage to the teeth or supporting structures.

Members have the right to EPSDT benefits that ensure children and adolescents receive appropriate preventive dental and specialty dental services. For all EPSDT covered services, prior authorization is required for any dental service that is **not** listed on the state Medicaid benefit schedule.

To verify eligibility for your LIBERTY members, you may log onto our website at www.libertydentalplan.com, where you can verify eligibility and submit claims online. LIBERTY appreciates your participation, partnership and our mutual goal to provide your patients and our members the highest quality oral health care. For more information, please contact our Professional Relations department at Prinquiries@libertydentalplan.com. ■



Grievance & Appeals: Important Reminder

It is important to note that all members have the right to file a grievance or appeal. It is LIBERTY's responsibility to provide a response to that member's concerns. With the goal of conducting and completing an unbiased review, LIBERTY will request a copy of the member's full dental records. This allows your office to provide us with the facts and your opinions of the situation. We would like to remind you of the importance, and your contractual obligation, in providing member dental records in a timely manner when requested by LIBERTY's Grievance and Appeals Department. ■

HIPAA Alert

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 also 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. ■

QA Quality Assurance Reviews

Your office may be participating in the LIBERTY 2019 Quality Assurance (QA) Review Program. The purpose of these reviews is to assure that quality services are being rendered. Many of our new providers have never experienced charts reviews before. For your information, we have noted the following common QA problems, that LIBERTY considers “critical factors” that a provider office should have in place to be in full compliance with clinical criteria and guidelines:

Some offices do not meet minimum infection control standards despite the fact that many states have infection control requirements.

Be sure to check that you are properly using appropriate surface disinfectants (“spray-wipe-spray”) and barriers (plastic or paper) to avoid cross-contamination.

One of the more **alarming** and frequent findings is the lack of periodic (weekly) biologic spore testing results.

Offices may forget or overlook the testing of every sterilizer on a weekly basis or maintain copies of spore testing results online. The ADA and Centers for Disease Control recommend weekly spore testing of all sterilizers in use in a dental facility.

Many offices have expired items in their medical emergency kit.

Some offices have medical emergency protocols but do not have disaster protocols available or posted (such as for fire, hurricane, earthquake, etc.) for their staff and patients.



Some offices do not have an oxygen source or if they do, the tank is empty, or the staff does not know how to use it.

Positive-pressure Oxygen should be available via an Ambubag or an “O2 Flush” button on the mouthpiece.

Soft tissue and oral cancer exams should be conducted and documented on every chart.

Evidence of **signed** informed consent should be present for all treatment plans.

LIBERTY can provide the background information you need in order to maintain full compliance with current state laws, regulations,

recommendations and “best practices” upon request.

LIBERTY considers our Quality Management program as a peer review opportunity to help facilities comply with these laws and regulations, as well as improve the quality of care rendered to their patients.

Undergoing and passing a QA review is a win-win situation for all involved. ■

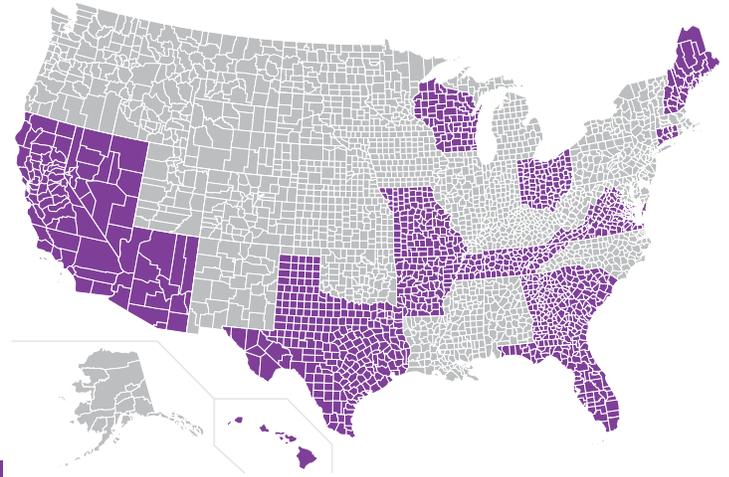


Make sure your office's medical emergency kit is up-to-date and current.



POE Provider Online Enrollment

Did you know that online enrollment is available for dentists? The following states can now add new associates and additional locations at a click of a button: **AR, AZ, CA, CT, FL, GA, HI, ME, MO, NH, NV, OH, SC, TN, TX, VA** and **WI**. Please visit <https://www.libertydentalplan.com/Providers/Join-Our-Network.aspx>. ■



Provider Directory Information Validation

In order to be included in LIBERTY's provider directory, LIBERTY sends the following survey to your dental office every quarter to verify that your office information as well as the providers at your office are displayed appropriately on LIBERTY's online and printed directories.

This is a reminder that when the office is completing the form, the 24-hour emergency access requires the offices to have one of the following to meet the requirement:

1. An after-hours answering service that takes the offices calls after hours that can handle emergency calls that come in from patients of record.
2. A voicemail that gives the member a number to call in case of an emergency for patients of record.
3. Any other option that informs patients of a viable way to treat an emergency for a patient of record. ■

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 Welner

DIRECTORY INFORMATION VERIFICATION

Office ID - Office Name: _____ OFFICE NPI: xxxxxxxxxx

Office Address: _____ Address, City St Zip OFFICE PHONE: (xxx) xxx-xxxx

Emergency 24 Hour: Yes No OFFICE FAX: (xxx) xxx-xxxx

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

ROUTINE: 5 Days IN-OFFICE WAIT: 10 Minutes

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

AVAILABILITY INITIAL: 5 Days HYGIENE: 5 Days

ACCEPTING NEW PATIENTS? Yes No

PROVIDERS (Area of Specialty): _____ LIC. License # _____ NPI: xxxxxxxxxx Last, First [Dentist]

Last, First [Dentist]

I am providing the necessary update(s) below:

Please select one, all updates must be complete and accurate OR

No Edits Required

Edits Required

Name of Office: _____ Signature: _____

All provider data and information contained herein is made to this form, or identified in a document contained herein.



Cultural Competency Corner

LIBERTY works hard to develop and maintain 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, please call **888.352.7924**.

Working with an Interpreter

LIBERTY understands that many providers have taken part in very few interpreted conversations and it can be difficult to imagine how such a meeting is conducted. Below are some simple things to keep in mind that will help you work effectively with a language interpreter and ensure good communication with your patient:

Language Interpretation

- Remember that your main conversation is with the patient, not the interpreter. Be sure to address the patient directly and face them rather than the interpreter.
- Talk to the patient in the first person as you would if you were directly communicating with them. You

do not need to talk through the interpreter, such as saying, "could you please ask him/her..."

- You can speak at a normal pace. However, it is helpful to the interpreter if you pause occasionally after sentences or chunks of conversation. If you are quoting from written material, allow extra time and pause between sentences.

Sign Language Interpretation

- Be sure that there is proper lighting as the interpreter needs to be visible to the patient for effective communication.



Be in the Know - LIBERTY's Quick Tip:

Did you know that as a part of our Cultural Competency Program, it is advised that dental offices note the member's preferred language in the member's record? **For continued compliance, be sure to incorporate this into your office's patient information checklist.**



- Maintain eye contact and speak directly to the patient. Since the patient will be looking at the interpreter while you are speaking, it is useful if the interpreter sits or stands close to you.
- In order to have a more accurate interpretation, allow enough time for the interpreter to convey the full message. Wait for a response before talking again.
- Clarify any unique vocabulary such as acronyms and technical terms. It is recommended to use short, simple sentences.

- Avoid asking the interpreter for opinions or comments about the content of the meeting or information about the patient. Interpreters follow a code of ethics that requires impartiality and confidentiality with all assignment related information. Do not assume that the interpreter has prior knowledge of the patient or will be interpreting future appointments.
- Be aware that sign language interpreting is physically and cognitively demanding. Assignments of an hour or more in length that are technical or non-stop may require occasional breaks. ■

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 training modules:

- Go to www.libertydentalplan.com
- Click on Providers at the top of the page, or
- Click on these training module links:
 - [Critical Incident Training](#)
 - [Code of Business Ethics & Conduct](#)
 - [Cultural Competency Provider Training](#)
 - [Fraud Waste & Abuse Training](#)
 - [General Compliance Training](#)
- Complete all required information in each training
- Complete the required 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



did you know

LIBERTY provides complete Compliance Training Online

- 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. ■