

DIRECTORY INFORMATION
VERIFICATION (DIV)

TIPS ON HOW TO GET YOUR CLAIMS
PAID FASTER

ELECTRONIC FUNDS TRANSFER (EFT)
& TIMELY CHECK CASHING

PROVIDER COMPLIANCE TRAINING



VOLUME 6, Q3 | FALL 2020

New Provider Portal Benefits





Tips On How to Get Your Claims Paid Faster

Navigating the requirements for providing dental care and being reimbursed for it is an ongoing challenge. There is the potential for your office process to hit a snag that leads to additional work to receive payment on a denied claim. The following are some tips on how to speed up claim payments:

- Include All member information on Claims
- Include COB information
- Include X-rays, Perio Chart or Narrative for procedure that requires it
- Include complete and accurate provider information



VOLUME 6, Q3 | FALL 2020

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INTERNET ACCESS

www.libertydentalplan.com

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

PROVIDER RELATIONS

- 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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Exp. 07/01/2022

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

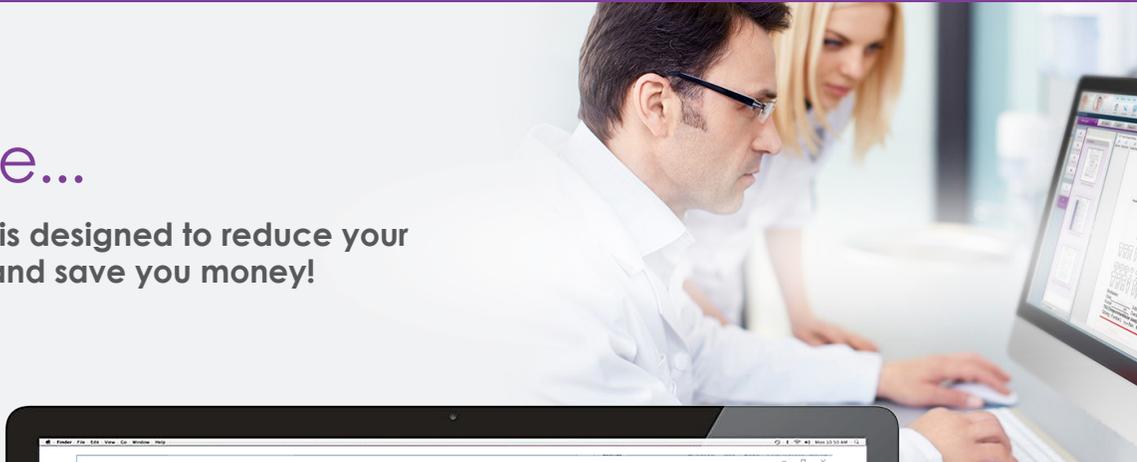
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OUR MISSION

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 About Time...

LIBERTY's new web portal is designed to reduce your administrative overhead and save you money!



New Features AT-A-GLANCE

-  **Enhanced** and real-time Eligibility, Benefits, and Dental History Search
-  **Improved** Claims, Prior Authorization, and Referral Submission. Enhanced abilities for Prior Authorization/Referral status. Documents available online. No more waiting for mail.
-  **Ability to attach** supporting documentation (x-rays and treatment information) directly with your claim
-  **Enhanced** Member Search
-  **Ability to export** list of assigned members ("My Members") to Microsoft Excel
-  **Convert a prior authorization to a claim with just one click**


Easy-to-use
Provider Portal,
faster than
calling



Benefits of our new Provider Portal:

- **No need to call - 24/7 access** to information previously only available through the LIBERTY Call Center - **Reducing** administrative burden.
- **Access to real-time data** to help track the status of your submitted claims; check Member eligibility; and view claims, history, utilization, and benefit information.
- **Technology-enabled improvements** reduce your time to payment!

Take advantage of these new features by registering today!

- **Visit** <https://providerportal.libertydentalplan.com/> to set-up your new account and use the "Portal Help Guide" as needed.
- **All offices** will need to register for a new account.
- **To register**, you will need your Office Number and Access Code. These numbers can be found in your LIBERTY Welcome Letter or contact the Provider Relations Department for assistance at PRinquiries@libertydentalplan.com.

new

Our Provider Directory Information Verification (DIV) Website is Here!

LIBERTY is proud to announce our brand-new self-service online tool that makes it easier to update your provider office information through our **ProviderDIV** website at:

www.libertydentalplan.com/ProviderDIV.

We are committed to accurate provider directory information available to members. Is your information current? Do you have any office updates? Do you want to stop time consuming calls to validate your Provider Directory Information (DIV)? Our **ProviderDIV** website is a better way to maintain your provider directory information.



FAQs

What can I update?

Anytime you have changes, including, but not limited to appointment times, office hours, address, phone number, fax number, associate dentist, etc., you can update or **attest** that no changes were made no changes were made this quarter. We also **highly recommend** that you set a calendar reminder in your system to go to the website every 85 days and validate the information.

Why do I need to update my provider information?

- Prevent and minimize costly claims payment delays
- Stop time consuming calls to validate your directory information
- Fix what's wrong with the click of a button
- No filling out paper forms and faxing or emailing
- Provide the most up-to-date information to existing and new members so they can make educational decisions about their provider office choices

How often can I update or attest?

Any time, but no latter than every 90 days

How long does it take to complete an update or attest?

Less than 5 minutes

How do I get started?

- No registration is required
- You will need to have your office **Access Code** to use the online feature. **This number can be found in your LIBERTY Welcome Letter.**
- If you are unable to locate your Access Code, please contact Provider Relations at **888.352.7924** for assistance.

Are the updates made in real-time?

It takes 3-5 business days to reflect on the portal. Terminations may take up 5 days as the Network Manager must perform due diligence to ensure the associate has been properly terminated.

Who do I contact for further information on ProviderDIV online?

Please contact your local Provider Relations Network Manager.

Missed and Cancelled Appointments: Medicaid Only

There are times when a member misses their dental appointment due to emergencies or obligations and we understand that this greatly impacts your office and your ability to schedule patient appointments.

LIBERTY is looking to partner with you to identify those patients that miss their appointments when they cannot provide the courtesy of cancelling their appointment with more than 24 hours' notice.

We are asking that you:

1. Report through the claims submission process any missed (D9986) and cancelled (D9987) patient appointments for all LIBERTY members;
2. Continue outreach to these members to educate them on the importance of keeping their appointment and reschedule the appointment to avoid interruption in dental care;
3. Do not charge the Medicaid member for broken or missed appointments; and
4. Note the missed or cancelled appointment in the member's record.

Electronic Funds Transfer (EFT) & Timely Check Cashing

To allow the greatest efficiency between LIBERTY and your office, LIBERTY offers a convenient way that guarantees your office will receive payments promptly and deposits timely. Electronic Funds Transfer (EFT) replaces paper-based claims payments with electronic payments that are directly deposited into your bank account.

If you are not currently on EFT, we encourage you to join.

EFT Benefits:

- Helps you get **paid faster**
- **No Cost to use or enroll**
- **Simplifies reconciliation** of paper-based claims payments
- **No more lost checks**
- **View and access statements online** (office vendor portal)
- **Bypass manual processes** such as sorting and opening mail

The EFT form is available for download from LIBERTY's Provider Resource Library by visiting:
<https://www.libertydentalplan.com/Providers/Provider-Resource-Library.aspx>.

- **Select** your state from the drop-down menu
- **Click** "Continue" and select Electronic Fund Transfer (EFT) Form

If you do not elect EFT, we ask that your office deposit all issued paper checks within 14 business days.

ECHO/Electronic Funds Transfer Payment Solution: Nevada, New Jersey & New York

LIBERTY offers Electronic Funds Transfer (EFT) payment solution in the **states of Nevada, New Jersey and New York** on Change Healthcare's behalf through ECHO. If you are a provider in these states, you can enroll in EFT/ACH by logging into: <https://enrollments.echohealthinc.com/EFTERAInvitation.aspx?tp=MDAxMzk=>

EFT enrollment is verified after banking account information is provided to ECHO. **PLEASE NOTE: If you do not sign up for ECHO Health EFT/ACH, you will be enrolled in Virtual Card Services.**

Virtual Cards allow your office to process payments such as credit card transactions. Your office will receive fax notifications, each containing a virtual card number unique to that payment transaction. Once the number is received, you simply enter the code into your office's credit card terminal to process the payment as a regular card transaction. Normal transaction fees apply based on your merchant acquirer relationship.

- There are no fees to enroll and receive EFT payments if you use this link and ONLY enroll with LIBERTY:

<https://enrollments.echohealthinc.com/EFTERAInvitation.aspx?tp=MDAxMzk=>

- If your office opts to enroll in EFT payments through the above link, you will need to wait for the first payment to be issued as virtual card and reference the draft number provided on the virtual card.

If there are concerns with electronic payments, you must elect to opt out of Virtual Card Services or remove your EFT enrollment to receive paper checks and paper explanation of payments. If you do not enroll for EFT/ACH and would like to opt out of virtual cards, please call **833.629.9725**.

You may register at www.ProviderPayments.com to access a detailed explanation of payment for each transaction, to elect to receive email notifications of payments, and to access ERAs (835s) associated with your payments.

If you have any questions or need further information regarding this notification, please contact ECHO Health, Inc. at **833.629.9725** or email EDI@ECHOHealthInc.com.

Community Smiles

Help is just a click away for vulnerable patients with new Community Smiles web resource in Nevada and California

LIBERTY is connecting vulnerable families and seniors with free or reduced-cost resources with its new Community Smiles Program – a free web resource just launched in California and Nevada.

According to the Centers for Disease Control and Prevention, social factors such as unstable housing, food insecurity, lack of transportation, and unemployment can negatively influence health outcomes.

Additionally, the impact of the COVID-19 pandemic means more people need help today than ever. These harsh realities can prevent your patients from accessing dental benefits and adhering to treatment plans, which can contribute to poor oral health and untreated dental disease.

As a trusted healthcare provider, patients and families may disclose needs to you – whether for help sourcing food for their family, keeping a roof over their heads, or challenges in the classroom. We encourage our California and Nevada dental providers to share this new resource as an immediate option.

How it Works

If you have a LIBERTY patient who you think could

benefit from this Program, simply refer them to:

<https://communityresources.libertydentalplan.com>. Here they can search for free or reduced-cost resources in their area.

Members without internet access can contact LIBERTY by:

- Texting **LDPSMILES** at **22925**
- Calling our Member Services Call Center

- Meeting a Wellness and Outreach Team member at a community event
- Asking their assigned Case Manager (if applicable)

Since launching in select service areas in California and Nevada in July, more than 25,000 searches for help have occurred, with the most frequent topics being housing, food, and health resources.



Next Steps

LIBERTY plans to expand the program to Florida on October 1 and to New York and New Jersey later this Fall. Stay tuned for more information about when Community Smiles will be available in your area!

Contacts:



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Top Common Problems With Dentures

As anyone with dentures knows, they come with a whole bunch of problems, including:

- **It's Impossible to Bite**
- **They Can't Taste Anything**
- **They Irritate Your Gums**
- **They Don't Stay Put**
- **They Don't Stop Bone Loss**

When replacing dentures, the dentist should explain that they take time to get used to and that eating might be difficult the first week. They should also explain that when biting, chewing, or talking, dentures could slip out of position. Speaking can also be difficult with new dentures. Encourage the patient to read out loud and in private adjust to the new sounds that could affect normal speech.

Some LIBERTY markets do not have the benefit for immediate dentures. These individuals might have a healing period prior to building the denture, and other markets only allow either an immediate or permanent denture.

A concerning problem we see at the Plan, is that members claim that they were not properly informed of these side effects to prepare for the discomfort and unease of the new dentures; whereas the beneficiary will assume the provider did something wrong and seek compensation for what they perceive to be a clinical error. Patients should be informed that soft and hard relines are needed for immediate dentures to avoid breakdown of the doctor-patient relationship, confidence, and trust.

Another common complaint the Plan receives is when a provider informs their patients that they need a second set of dentures. These dentures are not a benefit of their dental plan were another wave of complaints received by the Plan, further fueling the grievances about whether or not there actually is a quality of care issue meeting professionally recognized standards of care.

Dentures can be an important solution to tooth loss. They are more comfortable and natural looking than they were in the past. We as dental professionals must remember that many of our patients will be first-time denture wearers and may perceive dentures as a quick and easy solution to edentulism. Often, we see patients who begin the denture process thinking they will leave the office after their first visit, dentures in hand. From a professional standpoint, here is opportunity to help manage our patient's expectations by educating them about the entire denture process. From the initial visit until the final fitting, complete and frequent communication with the patient about the necessary steps in the proper denture process can help eliminate multiple adjustments down the road, will keep your patient aware of what to expect throughout the process, and can help ensure higher levels of denture success.

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. Partner with pediatricians and primary care providers to ensure the continuum of care.
4. Together you can develop and share examples of clear, concise messages, such as:
 - a. You have the power to protect your child against several types of cancer.
 - b. We now have a vaccine to prevent several types of cancer.
 - c. HPV causes around 70% of throat cancer.
 - d. As a parent, you have the power to help ensure your children are healthy through vaccination.
 - e. Take your child to the doctor and dentist now to prevent health problems later.
5. 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 policyStatement 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 they Prevent Them: HPV:

<https://www.cdc.gov/vaccines/parents/diseases/teen/hpv-indepth-color.pdf>

Free Interpretation Services

did you
know

LIBERTY offers free
interpretation services
in 150 languages

Did you know that LIBERTY offers free interpretation services at your dental office to appropriately communicate with LIBERTY members?

Please call LIBERTY's Member Service Department to schedule an onsite interpreter, at least one week in advance prior to the member's appointment, to ensure an interpreter is available.

Due to the limited availability for American Sign Language interpreters, LIBERTY recommends providers and staff to schedule, as soon as you schedule the appointment for the member or at least 2 weeks prior to the appointment, to ensure an interpreter is available.

Working with American Sign Language Interpreters

- Be sure that there is proper lighting as the interpreter needs to be visible to the patient for effective communication.
- 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 for 2020.

Please follow the steps listed below to access LIBERTY's training modules:

- **Go to** www.libertydentalplan.com
- **Click** on "**Providers**" at the top of the page
- **Click** on these training module links:
 - ▶ Critical Incident Training
 - ▶ Code of Business Ethics & Conduct
 - ▶ Cultural Competency Provider Training
 - ▶ Fraud Waste & Abuse Training
 - ▶ Medicare Part C D General Compliance
 - ▶ Language Assistance
 - ▶ ACA Section 1557
 - ▶ HIPAA
- **Complete all required information in each training**
- **Complete the required survey** at the end and click **Submit**

Signed attestations may be returned via any of these methods:

-  **Fax to:** 949.313.0766
-  **Email to:** PRinquiries@libertydentalplan.com
-  **Mail to:** LIBERTY Dental Plan, Attention: Provider Relations, P.O. Box 26110, Santa Ana, CA 92799-6110



Safeguarding Protected Health Information (PHI) Important Reminders

As a dental provider, your office is fully aware that the Health Insurance Portability Accountability Act (HIPAA) requires the protection and confidential handling of patient Protected Health Information (PHI). HIPAA requires health care providers to develop and implement safeguards that ensure the confidentiality and security of all forms of PHI (whether electronic, verbal, or tangible) when transmitted or stored.

Failure to properly safeguard PHI can result in data breaches, enforcement actions and significant monetary penalties and as it concerns LIBERTY members, is a violation of LIBERTY's provider agreement. If LIBERTY discovers that a provider has transmitted LIBERTY member PHI via a potentially non-secure method, or if we are otherwise notified that a provider may not be properly safeguarding such PHI, we will contact the provider to investigate the matter. Non-compliance will result in a Corrective Action Plan and continued, or egregious non-compliance will result in contract termination.

Safeguards which Providers must adhere to

include, but are not limited to:

► **Electronic PHI - ensure referrals, authorization requests, medical records and other e-PHI are transmitted in a HIPAA compliant manner** using secure fax, secure FTP, encrypted email (which requires recipient authentication to access email content), or LIBERTY's secure web portal.* Note the following:

- Use of PHI (including member name, ID, or other identifying information) in the subject lines of emails or to name e-files is **not** permitted.
- Use of free email service providers, like Gmail, Hotmail, or Yahoo, is **not** a permitted method for transmitting LIBERTY Member PHI*.
- Transmission of PHI via text is **not** permitted*.
- LIBERTY providers may transmit e-PHI to LIBERTY using LIBERTY's HIPAA compliant, secure web portal by following these simple steps:

- Go to www.libertydentalplan.com
- Go to **Provider** menu at top of the page
- **Select Secure Email Portal**

- **Use physical and technical safeguards** to ensure that monitors cannot be viewed by unauthorized individuals, and that screens automatically lock on devices, after a reasonable period of inactivity.
- **Maintain protocols** to ensure faxes containing PHI are issued to the correct recipient, and that increased precautions are applied when faxing especially sensitive information (such as sensitive, diagnoses).

**When transmitting a member's own PHI to the member, the member's written request to receive the PHI electronically through a method other than*

(Continued on page 13)



Safeguarding PHI - Important Reminders

those listed above may be honored, provided that reasonable steps have been taken to validate the member's identity, and the potentially unsecure nature of the transmission has been disclosed to the member in writing in advance of the transmission.

Review and adhere to LIBERTY's Secure Use & Transmission of e-PHI policy, located online at <https://www.libertydentalplan.com/Providers/Provider-Resource-Library.aspx>.

▶ **Verbal PHI** – **do not discuss patient information in public areas** (including waiting rooms, hallways and other common areas), even if you believe you are masking the patient's identity. Ensure conversations within examination rooms or operatories cannot be overheard by those outside of the room. Use heightened discretion when discussing sensitive diagnoses or other sensitive matters, including when such discussions occur with the patient in an exam room or operator. Best practices include:

- Implementing appropriate physical safeguards such as closed doors and insulated walls for exam rooms and operatories. Implementing ambient music or white noise to cover conversations in common areas.
- Arranging waiting areas to minimize one patient overhearing conversations with another.
- Posting a sign requesting that patients who are waiting to sign-in or be seen, do not congregate in reception area.
- Ensuring unauthorized persons cannot overhear phone calls and limiting what is communicated by phone and voicemail to the minimum necessary to accomplish the required purpose. Avoid use of speaker phones.

▶ **Tangible PHI** – **do not display or store paper or other tangible PHI in common areas**. Do not leave such PHI unattended on desks or in exam rooms or

operatories. Never dispose of paper or other tangible PHI in the trash. Use secure methods to destroy and dispose of such PHI (for example, cross-cut shredder).

- Lock away all PHI during close of business (for example, in a locked cabinet).
- Close window blinds to prevent outside disclosure.
- **Do not** overstuff mailing envelopes; and print mailing addresses accurately and clearly to minimize the possibility that mail is lost in transit.
- Take precautions to ensure PHI is not lost while transporting from one location to another, and never leaving tangible PHI in unattended vehicles.

