

## Provider FAQs

LIBERTY Dental Plan (LIBERTY) is committed and available to our providers. Our LIBERTY team remains fully operational and ready to respond to your needs. We have extended our **TeleDentistry** program to members in all 50 states to assist in meeting their emergency dental needs and to reduce their need to seek care in our nation's hospital emergency departments. Please visit [LIBERTY Provider TeleDentistry Resources](#) web page to learn more about LIBERTY's **TeleDentistry** program.

We have tried to address our providers' most frequently asked questions below. If your question is not included, please contact your LIBERTY Network Manager. We ask that you keep us notified of your availability to treat patients in need of essential services and that you stay up to date on federal, state and [ADA guidelines](#) which have been established for your and your patients' safety and protection.

**Is LIBERTY going to remain open?** LIBERTY is fully staffed and will continue to remain open and available to providers, clients and members.

**Is LIBERTY going to continue to pay claims?** Yes. There should be no interruption in claims payments.

**Is LIBERTY going to continue to contract new facilities and add new associates?** Yes, LIBERTY is continuing to contract with new offices, as well as new associates and dentists seeking to join our network or add an associate can complete an application on our [online provider enrollment](#) web page.

**Will LIBERTY be waiving prior authorizations?** For programs where prior authorizations are required, LIBERTY will be waiving prior authorizations on all urgent treatment. Non-urgent or elective treatment should be postponed at this time.

**Will LIBERTY be waiving referrals?** Yes. For programs where referrals are required, we will waive referral requirements for urgent care treatment while emergency directives are in effect. Specialist may treat a member without a referral number.

**Will LIBERTY be waiving assignment?** Yes. For programs with Dental Home assignments, we encourage members to receive care at their Dental Home; however, any contracted provider can provide LIBERTY members emergency services and receive reimbursement.

**What do I do if an office staff member or patient is diagnosed with coronavirus?** Please contact LIBERTY immediately by phone or by email to our Quality Management Critical Incident team at [ci@libertydentalplan.com](mailto:ci@libertydentalplan.com) and provide the specifics; include the date and location of the affected office staff member or patient.

**What codes should I use for TeleDentistry?** The appropriate code to bill for synchronous (real-time) video consultation is D9995. If the video portion is not synchronous (store and forward), then D9996 would be appropriate. Claims should be identified with POS-02.

**What if a patient is seen in the office the same day as they had TeleDentistry?** The office should bill services provided in the office on a separate claim form with the correct rendering location. If an in-person exam is recommended following the TeleDentistry consultation, providers may bill a D0140/D9110 in office. Two separate claim submissions will be required - one with POS-02 for the teledentistry service and one with the emergency exam at the normal rendering provider location.

**Is TeleDentistry available to my patients?** Your LIBERTY Dental Plan patients who are in need of urgent care may access LIBERTY's TeleDentistry Program for urgent dental needs by calling our call center **888.703.6999**.

**Does LIBERTY have information for providers on TeleDentistry options?** Yes. Please visit LIBERTY's [Provider TeleDentistry Resources](#) web page or contact your Network Manager.