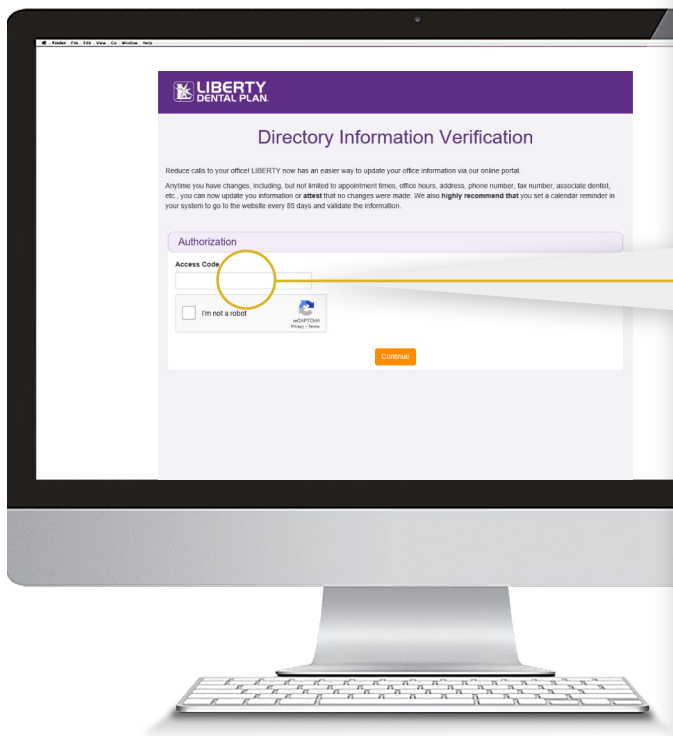


new

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 where 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 Provider Relations Network Manager.