

Fall 2026

Liberty Dental Plan

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LIBERTY DENTAL PLAN®

Leadership

NATIONAL LEADERSHIP

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We want to hear from you!

As a contracted provider, you are on the front lines delivering care to Liberty Dental Plan members. You see firsthand what's working and what's not, and your feedback is essential to help us make dental care better for everyone.

With our commitment to continuous improvements, we invite you to participate in our 2026 Provider Satisfaction Survey. The survey is currently live until **November 16, 2026**.

Your feedback will help us to:

- **Understand** the needs of our providers and patients.
- **Identify** areas where we can improve our services.
- **Develop** new programs and initiatives that support you.

We appreciate your participation and commitment to our mutual goal of providing the highest quality of care to our members. Please log in to the Provider Portal or scan the QR code to access the survey.

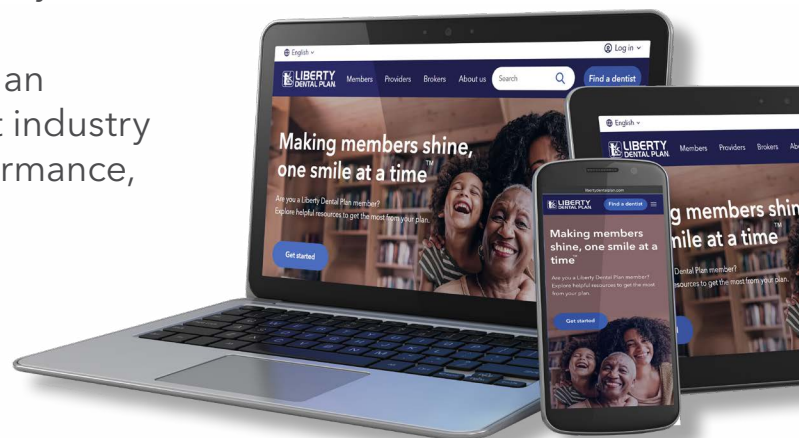


Liberty's new and improved website

You might have noticed some changes to the Liberty website recently. We've redesigned the site with several key objectives in mind.

- **Improved user experience:** a more intuitive navigation structure and streamlined content to help visitors find information more easily.
- **Modernized design:** a refreshed look and feel that aligns with our latest brand identity and visual standards.
- **Enhanced security and compliance:** an updated platform that meets current industry standards for website security, performance, and ongoing maintenance.

Check out the new provider resource library and other updated resources at libertydentalplan.com/providers.



Documentation reminder for procedure code D1355

Per the ADA, procedure code **D1355 (Caries Preventative Medicament Application – per tooth)** is generally used when a caries risk assessment identifies a patient as being at moderate or high risk for caries, or when diagnostic evaluation identifies early carious lesions.

It is important to report D1355 as a **“per tooth”** procedure to track individual tooth outcomes and follow-up procedures documented in the patient record.

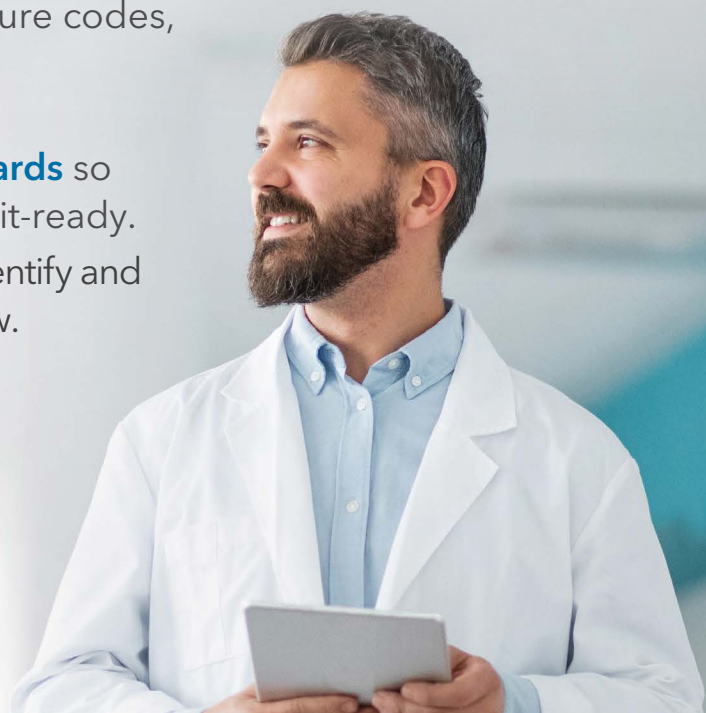
Please note that when state-specific guidelines exist, they supersede Liberty’s national guidelines to ensure medical assessment decisions follow required state regulations.

For more information, see the [D1355 ADA Guide to Reporting Caries Preventive Medicament Application](#) (PDF).

How to prepare for a dental plan audit

Post-pay audits can help providers catch mistakes before they become bigger problems. Follow these tips to make sure your practice is prepared for an audit.

- **Verify claim accuracy** by checking procedure codes, dates of service, and provider information before submission.
- **Train your team on documentation standards** so records are complete, consistent, and audit-ready.
- **Conduct internal audits periodically** to identify and correct potential issues before a payer review.



Updated COB features in the Provider Portal

Liberty's Provider Portal now has improved coordination of benefits (COB) visibility and features.

- Eligibility search results now show COB information if available.
- When submitting a claim, providers can provide COB information.
- Changes to COB can be requested through the portal.

Visit providerportal.libertydentalplan.com to log in or set up your account and start taking advantage of these features today!

Remember to validate your office information every quarter

Liberty's online directory validation tool allows for easy verification of the office information we have on file for your organization.

Go to libertydentalplan.com/DIV or scan the QR code to validate your office's online directory information.



You may validate your directory information through the same link above using your standard office access code every quarter. We recommend setting a calendar reminder in your system to remember to validate your office information **every 90 days**.

Please note the law requires we receive an affirmative response from your office. Failure to verify the accuracy of your information requires Liberty to remove you from our provider directory and may result in a delay of payment or reimbursement of claims based on your state's requirements.

If you need assistance, call us at **888-352-7924** Monday through Friday, 8 a.m. to 5 p.m. Pacific time. We will gladly assist with the quarterly validation of your office's directory information.