



LIBERTY QUARTERLY

Provider News

Volume 9, Q2 Summer 2023

Keep your practice shining this summer.



- Page 2 Leadership
- Page 3 Dental Directors
- Page 6 The Importance of Verifying Member Eligibility and In-Network Provider Status
- Page 7 LIBERTY Offers Providers Free Interpretation Services in 150 Languages
- Page 8 Verify Your Office Information
- Page 9 Annual Compliance Attestation

Leadership

President, Chief Executive Officer

Marti Lolli, MBA

Chief Dental Officer

Rosa (Rosie) Roldan, DMD, MD

National Clinical Leadership

Michael Weyrauch, National Sr. Dental Director Clinical Affairs & Analytics

Cherag Sarkari, DDS, MDS, National Dental Director of Quality

Improvement & Clinical Innovation

State Markets

Heather Stearns, President, State Markets

Bre Stark, VP, State Markets – West Coast

Michael Carrillo, VP, State Markets – East Coast

California Leadership

Justin Bottger, Director, Provider Relations

Gisel Simington, Manager, Provider Relations

Florida Leadership

Alexis Arguello, Director, Provider Relations

Mayra Cardenas, Manager, Provider Relations

Nevada Leadership

Marta Jensen, VP Operations

Afshin Arian, DDS, Dental Director

Tricia Schares, Director, Provider Relations

Oklahoma Leadership

Lisa Gifford, President, LIBERTY Dental Plan of Oklahoma

Deren Flesher, DDS, Dental Director

Michelle Eubanks, Director, Provider Relations

Northeast Leadership

Anne Weeks, President, Northeast Region

Susan Weiss, DDS, Dental Director NY

Harrison N. Rubinstein, DDS, Dental Director NJ

Nicole Mosca, AVP, Provider Relations

Jeanette Sierra, Manager, Provider Relations (NY)

Caroline Kautz, Manager, Provider Relations (NJ)

Medicare Advantage Leadership

Philip Squatrito, DDS, Dental Director, Medicare Advantage

National Provider Relations Team

Marc Couch, VP, Network Operations, Innovation & Transformation

Phil Fofi, AVP, Network Strategy & Development

Ignacio Quiaro Von Thun, Director, Provider Relations

David Hotchkiss, Director, Provider Relations

Brittany Davis Rogers, Director, Provider Relations



If you have comments or questions contact us at:

1730 Flight Way, Suite 125, Tustin, CA 92782

<https://www.libertydentalplan.com>

California: **800.268.9012/F 800.268.0154**

Florida: **800.352.7924/F 888.334.6034**

Nevada: **888.700.0643/F 888.401.1129**

New Jersey: **833.276.0854**

New York: **833.276.0853**

All other states: **888.352.7924/F 888.401.1129**

Medicaid HMO & Marketplace HMO, Medicare, Marketplace, Medicaid & Commercial HMO, EPO, PPO & POS
LIBERTY Dental Plan is accredited for all line of business by:



Exp. 07/01/2025
LIBERTY Dental Plan Corporation
Medicare, Medicaid & Exchange



NCQA has reviewed & accredited LIBERTY's Credentialing & Utilization Management functions only. For complete details on the scope of this review, visit www.ncqa.org

LIBERTY Dental Plan Team of Dental Directors



Dr. Rosa “Rosie” Roldan, DMD, MD, a board-certified pediatric dentist and physician, **has been appointed to the role of Chief Dental Officer at LIBERTY Dental Plan.** Dr. Roldan, who previously served as LIBERTY’s Vice President of Provider Relations, Clinical Affairs and Dental Wellness, holds a Bachelor’s degree in chemistry from University of Puerto Rico, Rio Piedras; a Doctorate of Dental Medicine from Temple University, and a Doctorate in Medicine from University of Texas Health Science Center in San Antonio. “I am eager to build on LIBERTY’s strong foundation and excellent reputation,” said Dr. Roldan. “We’re bringing together an incredible team to take the next step forward in clinical excellence and innovation through informatics, value-based programs and quality.”

Prior to joining LIBERTY, Dr. Roldan developed and implemented Nicklaus Children’s Hospital Pediatric Dentistry Residency Program in Miami, Florida. In that role, she educated pediatric dental specialists, increased access to under-served populations by deploying a mobile dental unit to low-income neighborhoods, established infant, toddler and adolescent programs to increase access to care, and secured over \$10 million dollars in grants. She also has multiple publications in peer-reviewed journals and has served on the editorial board of the Journal of the American Dental Association.



Cherag D. Sarkari, DDS, MDS: Cherag Sarkari, BDS, MDS, DDS, has **been promoted to Dental Director, National Quality Improvement and Clinical Innovation**, while continuing on as California Dental Director. Dr. Sarkari joined LIBERTY Dental Plan of California in 2020 as the Dental Director responsible for clinical oversight, policy, and quality management bringing 27 years of experience in the dental industry as a provider, academic, administrator, and C-suite leadership.

Prior to coming to LIBERTY, Dr. Sarkari was CCO of a multi-state DSO with 65 locations. He was also the head of the DSO affiliated Professional Corporation overseeing 175+ providers; Dental Director of a Knox-Keene dental plan, serving on the QM Committee; he’s a member of the California Association of Dental Plans (CADP) QMC; he received the Star Award from the NADP for contributions to the SNOMED/ICD; he chairs the Peer Review Committee; serves on the Ethics Committee and Oral Health task force for the ADA, CDA, and the Sacramento District.



Michael Weyrauch, DMD has been named Senior Dental Director, National Clinical Affairs and Analytics. Michael Weyrauch graduated from Nova Southeastern University College of Dental Medicine in 2012 with a Doctor of Dental Medicine. After graduating, he practiced dentistry for one year in South Florida. He then moved to New Jersey to practice for seven years. He is passionate about all aspects of dentistry, particularly crown & bridge and cosmetic dentistry. Dr. Weyrauch is now back in South Florida and has joined LIBERTY as the Senior Dental Director.



Dr. Harrison N. Rubinstein, DDS: Dental Director, New Jersey. After completing his DDS in 2008, Dr. Rubinstein studied at a general dentistry practice residency at St. Luke's/Roosevelt Hospital Center. He worked as an associate dentist for 5 years. In 2014, he relocated to New Jersey and bought his own practice. Dr. Rubinstein joined LIBERTY Dental Plan in 2019 as a Staff Dentist. He became Dental Director in 2020.



Deren Flesher, DDS: Dental Director, Oklahoma. In addition to his private dental practice and numerous executive roles in dental organizations, Dr. Flesher cofounded a dental software company and acted as Dental Director for a multi-state long-term care facility DSO. As a longtime resident and member of the Oklahoma community, he has provided clinical care for Oklahoma Mission of Mercy and organizations such as Good Shepherd Ministries in Oklahoma City. He has also served the international community through mission trips and donating his services to those in need abroad. Dr. Flesher is a graduate of Oklahoma State University and the University of Oklahoma College of Dentistry.



Philip Squatrito, DDS: Dental Director, Medicare Advantage. After a successful dental practice of 13 years, Philip Squatrito joined the LIBERTY team in 2020. First, as a Staff Dentist and then becoming Dental Director of Medicare. He is a Certified Quality Assurance Consultant by the C.A.D.P. and continues to advance his knowledge in dentistry through continuing education. Born and raised in Staten Island, NY, he attended Wagner College and received his DDS in 2007 from Stony Brook University School of Dental Medicine before completing his General Practice Residency at the university hospital before moving into private practice.



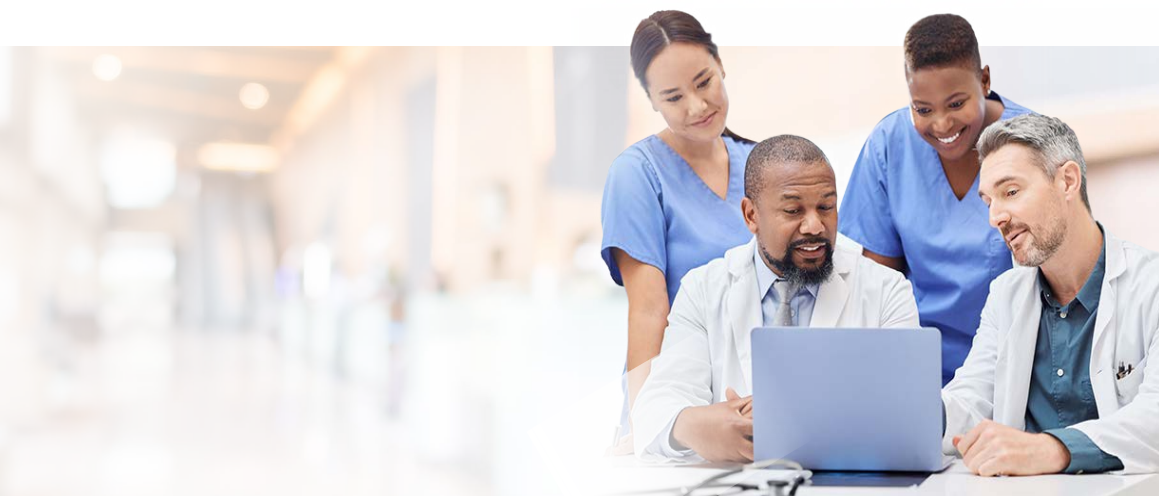
Susan Weiss, DDS: Dental Director, New York. Her years of private practice combined with vast experience gained from various positions held in the dental insurance industry allow her to bring a depth of knowledge to her roles at LIBERTY. She's also a graduate of a 7-year Combined Degree Program in Dental Education from NYU and completed her General Practice Residency Program at the Manhattan Veterans Administration Hospital. Dr. Weiss joined LIBERTY in 2018 as a Staff Dentist. In 2020 she became Dental Director.



Afshin Arian, DDS: Dental Director (Interim), Nevada. After achieving degrees at UC Irvine and Tufts Dental School in MA, and a year of advanced general dentistry at UCSF, Dr. Arian began his private practice in Las Vegas in 2000. With a determined passion for excellence in patient care, Dr. Arian continued his education with courses at prestigious institutions to extend and deepen his understanding of the science and keep pace with new advances in the field. Joining LIBERTY Dental Plan in 2018, Dr. Arian currently serves NV Interim Dental Director and is an active member of the ADA and the Southern NV Dental Society.



Dr. Angel, Dental Director, California. With 30 years of experience and a deep passion for preventing carrier's decay, Dr. Angel has been a big change in the dental industry. His move to private sector dental consulting and background in lecturing has enabled him to notice important correlations in oral health and overall health while working to restore the smiles of patients who are struggling with it. His addition to the LIBERTY family has now given him the support to continue his findings and help members across the nation receive the quality dental care they deserve.

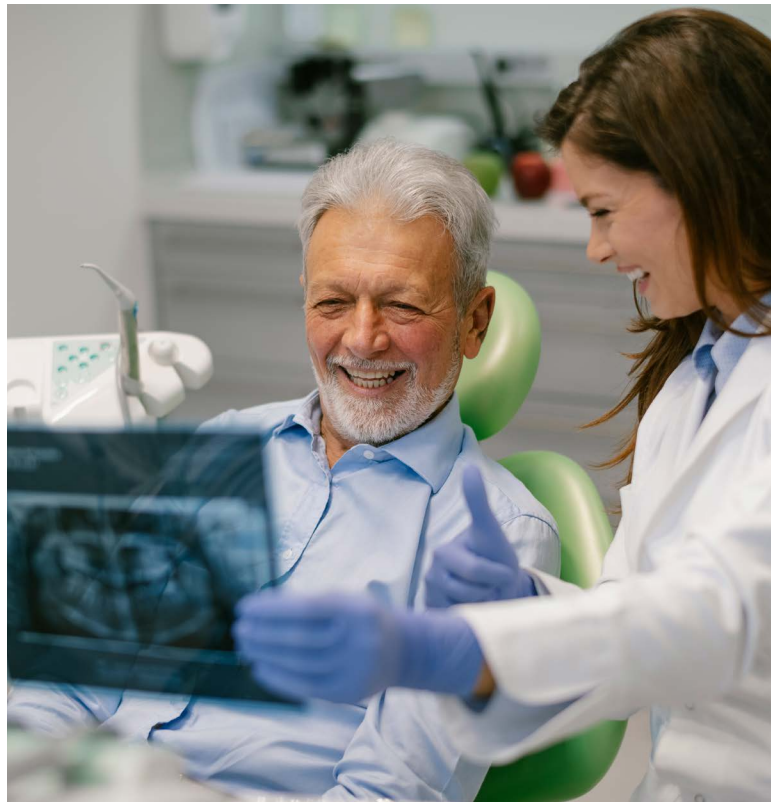


The Importance of Verifying Member Eligibility and In-Network Provider Status

Dentists play a vital role in the healthcare system. They are responsible for providing preventive care, diagnosing and treating oral diseases, and referring patients to specialists when necessary. As a dentist, you want to make sure that your patients receive the best possible care.

New CMS Regulation Requires Healthcare Providers to Verify Patient Eligibility Before Referring to Specialists.

On January 1, 2023, The Centers for Medicare and Medicaid Services (CMS) has recently issued a new regulation requiring all healthcare providers to verify the member eligibility and in-network provider status before referring a patient to a specialist. This regulation is designed to protect patients from surprise bills and to ensure that they receive the care they need at the lowest possible cost.



There are several options available to verify eligibility:

Provider Portal: We recommend using the Member's Last Name, First Name, and Date of Birth for best results checking member eligibility. Provider Eligibility can be checked at the member level. (Please see LIBERTY's Provider Portal User Guide for more details)

Telephone: Speak with a live Representative from 5 a.m. to 5 p.m. PST, Monday through Friday by contacting 888.352.7924, press option 1.

In addition to the above, here are a few additional tips:

- **Be proactive.** Don't wait for the patient to ask about their coverage. Instead, take the initiative to verify their eligibility and the in-network status of a specialist prior to making a referral.
- **Be clear.** When you are verifying the patient's eligibility or informing them of their coverage, be sure to explain the process to them in a way that they can understand.
- **Help your practice avoid denials.** If you submit a claim for a patient who is not eligible for coverage, your claim can be denied. This can delay payment and can cause financial problems for your practice.
- **Patience is key.** Sometimes, this process can take time, but in doing so, you can help ensure that your patients receive the care they need, while also protecting them from financial hardship.

LIBERTY Offers Providers **Free Interpretation Services in 150 Languages**

Please call LIBERTY's Member Service Department to schedule an onsite interpreter. This should be done at least one week in advance of the member's appointment to ensure interpreter availability. Because of high demand, LIBERTY recommends scheduling American Sign Language interpreters at least two weeks prior to the appointment to ensure interpreter availability.

Below are some tips when working with American Sign Language Interpreters:

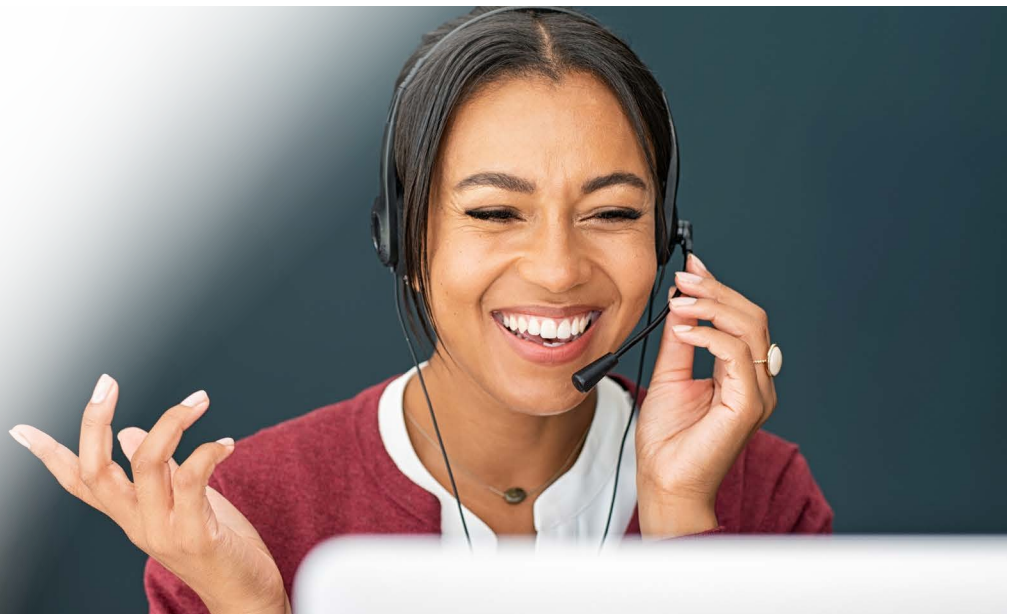
- Be sure that there is proper lighting as the interpreter needs to be visible to the patient for effective communication.
- Maintain eye contact and speak directly to the patient. Since the patient will be looking at the interpreter while you are speaking, it is useful if the interpreter sits or stands 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.

California: (800) 268-9012

Florida: (833) 276-0851

Nevada: (888) 700-06443

National: (888) 352-7924



Did you know that LIBERTY offers online enrollment?

Through our Provider Online Enrollment (POE) tool you can sign up new providers, add additional offices and more. Go Paperless today by visiting <https://www.libertydentalplan.com/Providers/Join-Our-Network.aspx> to if it is offered for your state. **Need help navigating the POE?** Check out the POE FAQs and the POE User Guide for stepp-by-step navigation assistance.



POE User Guide
[POE User Guide 2021.09](https://www.libertydentalplan.com/Providers/Join-Our-Network.aspx)
[\(libertydentalplan.com\)](https://www.libertydentalplan.com)



POE FAQs
[POE FAQs FINAL](https://www.libertydentalplan.com/Providers/Join-Our-Network.aspx)
[\(libertydentalplan.com\)](https://www.libertydentalplan.com)

Verify Your Office Information

Keeping accurate provider directory information available to members is a priority here at LIBERTY. We know how busy your office is and have made it simple and easy to verify your directory information on a quarterly basis. Please take time over the next few days to go to the following LIBERTY Directory Information Verification (DIV) website at www.libertydentalplan.com/providerDIV and enter your Access Code to validate the information we have for our office is still correct. Using this online tool to verify your office information will help reduce the amount of mail and calls to your office.

We highly recommend that once you complete the verification, you set a calendar reminder in your system to go to the website every 90 days to validate the information through the same link, using the same access code, as the law requires that we receive an affirmative response from your office. Failure to verify the accuracy of your information will lead to additional outreach to your office and may require us to remove you from our provider directory.

To get started:

- Go to www.libertydentalplan.com/providerDIV
- Enter your Access Code (number can be found in your LIBERTY Welcome Letter)
- Attest that your information is correct or communicate changes directly online!
- If you are unable to locate your Access Code, contact your local Network manager or Member Services at **(888) 352-7924** for assistance.



Scan here to get started.



Has your office submitted its **Annual Compliance Attestation for 2023?**

LIBERTY Dental Plan monitors and ensures that contracted offices and their staff operate in compliance with applicable laws and regulations contractually agreed upon. Annual Compliance for your office needs to be validated annually.

Contracted offices have the option to complete LIBERTY's required free trainings or other comparable trainings on the required topics within 30 days of initial hiring or contracting and annually thereafter.

What We Need From You: Submit your Office's Compliance Attestation



How to Access the Modules:

<https://www.libertydentalplan.com/Providers/Provider-Training-1.aspx>



How to Access the Attestation:

https://www.libertydentalplan.com/Resources/Documents/ma_Provider_Compliance_Training_Attestation.pdf



Attestations may be returned electronically by following the link: <https://www.libertydentalplan.com/Providers/Provider-Training-Acknowledgement.aspx>



We appreciate your participation in providing services to LIBERTY members and look forward to your response.