

Volume 10 | Fall 2024

# Liberty Dental Plan Quarterly Provider News

- 
- 2 Leadership
  - 3 Mark Your Calendars: Medicare Advantage
  - 4 Provider Retention
  - 5 Community Smiles & Healthy Behaviors
  - 6 Quarterly Directory Information  
Validation Reminder
  - 7 Has your office submitted its Annual  
Compliance Attestation for 2024?



# Leadership

## **NATIONAL LEADERSHIP**

Marc Couch, Senior VP, Network Management and Performance

Cherag Sarkari, DDS, MDS, Chief Dental Officer

Justin Bottger, Director, Provider Relations

## **WESTERN TEAM**

Tricia Schares, AVP, Provider Relations

Angel Sanchez-Figueras, DDS, Medicaid Dental Director

Arian Afshin, DDS, Medicaid Dental Director (NV)

Leta Langford, DDS, Medicaid Dental Director (OK)

Michelle Eubanks, Director, Provider Relations

Gisel Simington, Manager, Provider Relations

## **EASTERN TEAM**

Alexis Arguello, AVP, Provider Relations

Tamara Kay-Tibby, DDS, Medicaid Dental Director (FL)

Alyssa Edwards, DDS, Medicaid Dental Director (OH)

Naomi Ram, DDS, Medicaid Dental Director (WV)

Ignacio Quiaro Von Thun, Director, Provider Relations

Mayra Cardenas, Manager, Provider Relations

## **NORTHEAST TEAM**

Nicole Mosca, AVP, Provider Relations

Harrison N. Rubinstein, DDS, Medicaid Dental Director (NJ)

Caroline Kautz, Manager, Provider Relations (NJ)

Jan Gonzalez-Torres DDS, Medicaid Dental Director (NY)

Jeanette Sierra, Manager, Provider Relations (NY)



# Mark Your Calendars: Medicare Advantage

## ENHANCE YOUR REPUTATION AS A DENTIST WHO ACCEPTS MEDICARE ADVANTAGE PLANS!

The 2025 Medicare Advantage Open Enrollment Period is from **October 15th - December 7th**.

Per your contract with Liberty, you are eligible to provide services to Medicare Advantage members administered by Liberty Dental Plan and will be listed as an In-Network Dentist in the directory.

As a contracted provider office, members may reach out to verify that you're in-network. Here are a few things you can do to prepare your office:

- Confirm your directory information by visiting <https://div.Libertydentalplan.com> or scanning the QR code.
- Make sure your staff is trained on the Medicare Advantage Plans accepted by your office.
- Have a plan in place for scheduling and managing new patients as of **January 1, 2025**.



When Liberty members call...rest assured, you can say, **"YES!"**

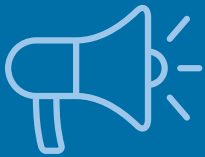
To learn more about how to prepare your office for new Medicare Advantage patients, [visit our website](#) or contact your local Network Manager.



# Provider Retention

In recent years there is a notable trend of under-utilization of dental services among members aged 0-3 nationwide. This is concerning and we strive to educate our members on why dental care is important at all ages.

Establishing a positive relationship with both parents and their young children from the first interaction is essential for providing excellent service and building trust. Here are a few tips on how to achieve this:



## **STONE**

This can be seen in the lobby and in the chair. Try having activities in the waiting area for children to stay occupied while they wait and also feel a sense of fun and safety before sitting in the chair.



## **ACTIVE LISTENING AND GUIDANCE**

In order to identify and understand any concerns or reservations your patient might have, you must actively listen. Provide immediate attention to the conversation that you are having and minimize as much distraction as possible. Provide insight for the parent when it comes to their child's dental care. Never assume that they know what you know.



## **FOLLOW UP AND REWARD**

After the appointment, follow up with the parent to ensure their satisfaction and address any remaining questions or concerns. Also try to incentivize the child or parent for consistent visits. For example, use a treasure chest in your office to have children pick a prize for no cavities.

By following these steps and focusing on setting clear expectations and delivering exceptional service, you can establish a strong relationship with parents and the child to create a positive experience that exceeds expectations.

For more information and resources such as coloring sheets and other options to help your practice cater to children, contact your Liberty Provider team team by [clicking here](#).

Thank you for being a valued partner. We're grateful for your continued commitment to providing quality care and service!



## Community Smiles

As part of Liberty's commitment to help address Social Determinants of Health (SDOH) for our members and the communities we serve, Liberty have developed a free to use platform that allows individuals to access community resources within the area they live in.

With your help we hope to combat the SDOH faced by our communities to improve the oral and overall health of our members. By ensuring they have adequate access to resources that prevent them from receiving proper oral health care. With anyone being able to use our database to receive information to free or reduced cost resources that include transportation, food, housing, and more.

To access our Community Smiles platform or receive further information visit us at <https://communityresources.Libertydentalplan.com>



**Community Smiles Program**

## Healthy Behaviors Program

The Healthy Behaviors Program encourages our members to assume responsibility for their oral health by providing them education and monetary incentives to visit their dental home. With the goal to improve oral health of our members and increase routine preventive care visits.

With your help we would like to provide information to members about our Healthy Behaviors Program to improve oral health and combat SDOH. Members who are eligible to participate in the program will receive a **\$25 gift card** upon completing a dental visit.

- Members 1-20 years old
- Have not seen a dentist in the last 12 months

For more information regarding our Healthy Behaviors program please visit us at <https://www.Libertydentalplan.com/Members/Welcome-to-Member-Services.aspx>



## Quarterly Directory Information Validation Reminder

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

Once this quarter's verification is completed, we recommend setting a calendar reminder in your system for every **90 days**. You may validate your directory information through the same link below using your standard office access code every quarter.

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 - Friday 8 a.m. - 5 p.m. PST. We will gladly assist with the quarterly validation of your office's directory information.



**PLEASE GO TO:**

[www.Libertydentalplan.com/providerDIV](http://www.Libertydentalplan.com/providerDIV) or scan the QR code to validate all of your office(s) online directory information.

# Has your office submitted its Annual Compliance Attestation for 2024?

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 Today!



## **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](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.

