



LIBERTY DENTAL PLAN QUARTERLY
Provider News

Volume 10, Q1 Spring 2024

HELLO
Spring



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Leadership

President, Chief Executive Officer

Tom Choate

Chief Dental Officer

Rosa (Rosie) Roldan, DMD, MD

National Clinical Leadership

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

Lisa Gifford, VP, State Markets - Central

Senior VP, Network Management and Performance

Marc Couch

California Leadership

Justin Bottger, Director, Provider Relations

Gisel Simington, Manager, Provider Relations

Florida Leadership

Alexis Arguello, Director, Provider Relations

Kristin Snyder, Director, Account Management

Mayra Cardenas, Manager, Provider Relations

Nevada Leadership

Afshin Arian, DDS, Dental Director

Tricia Schares, Director, Provider Relations

Oklahoma Leadership

Leta Langford, DDS, Dental Director

Michelle Eubanks, Director, Provider Relations

Nicole Nantois, Compliance Officer, Central

Region Account Management

Northeast Leadership

Anne Weeks, President, Northeast Region

Harrison N. Rubinstein, DDS, Dental Director NJ

Nicole Mosca, AVP, Provider Relations

Jeanette Sierra, Manager, Provider Relations (NY)

Caroline Kautz, Manager, Provider Relations (NJ)

National Provider Relations Team

Phil Foti, AVP, Network Strategy & Development

Ignacio Quiaro Von Thun, Director, Provider Relations

David Hotchkiss, Director, Provider Relations

Brittany Davis Rogers, Director, Provider Relations



**LIBERTY
DENTAL PLAN®**

**If you have comments or questions
contact us at:**

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libertydentalplan.com

California: **800.268.9012**/Fax **800.268.0154**

Florida: **800.352.7924**/Fax **888.334.6034**

Nevada: **888.700.0643**/Fax **888.401.1129**

New Jersey: **833.276.0854**

New York: **833.276.0853**

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

Medicaid HMO & Marketplace HMO, Medicare,
Marketplace, Medicaid & Commercial HMO, EPO, PPO
& POS LIBERTY Dental Plan is accredited for all lines
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 Announces New CEO

Tom Choate joined LIBERTY earlier this year as the new President and CEO of the company. In September 2023, Choate joined LIBERTY's Board of Directors and brings decades of leadership experience in healthcare, including **more than 25 years** as a senior executive at UnitedHealth Group in a variety of leadership roles focused on delivering high-quality, affordable, long-term solutions to meet the needs of a range of customers. He most recently served as a Senior Vice President, leading strategic initiatives for the commercial OPTUM pharmacy division.

"I am delighted to take on the helm as LIBERTY's President and CEO and am looking forward to working with our highly experienced leadership team to deliver comprehensive high-quality dental services for the Medicare, Medicaid, and other healthcare programs," said Choate.

Read the full Press Release by [clicking here](#).



“ I am committed to remaining a **trusted partner for our customers and members** and am confident we will continue to **expand our exceptional offerings** and services to even more members around the country. ”

— **Tom Choate** | President and CEO

Provider Retention

The fear of visiting the dentist is recognized universally. This may be driven by a bad prior experience, the pain, or irritable noise stemming from the drills. Hence it is critical to focus on the customer experience.

Every year, a dental Consumer Assessment of Healthcare Providers & Systems (**CAHPS**) survey is administered to our members and the results is a reminder of how important it is to provide superior customer service. Beginning with the first interaction of getting their appointment scheduled, setting the appropriate tone when welcoming them to their appointment, and establishing a relationship with the patient once they get in the chair. The key to success is setting an expectation and delivering on an experience to exceed the expectation.

This can be accomplished using these simple tips:

Active Listening



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.

Empathize



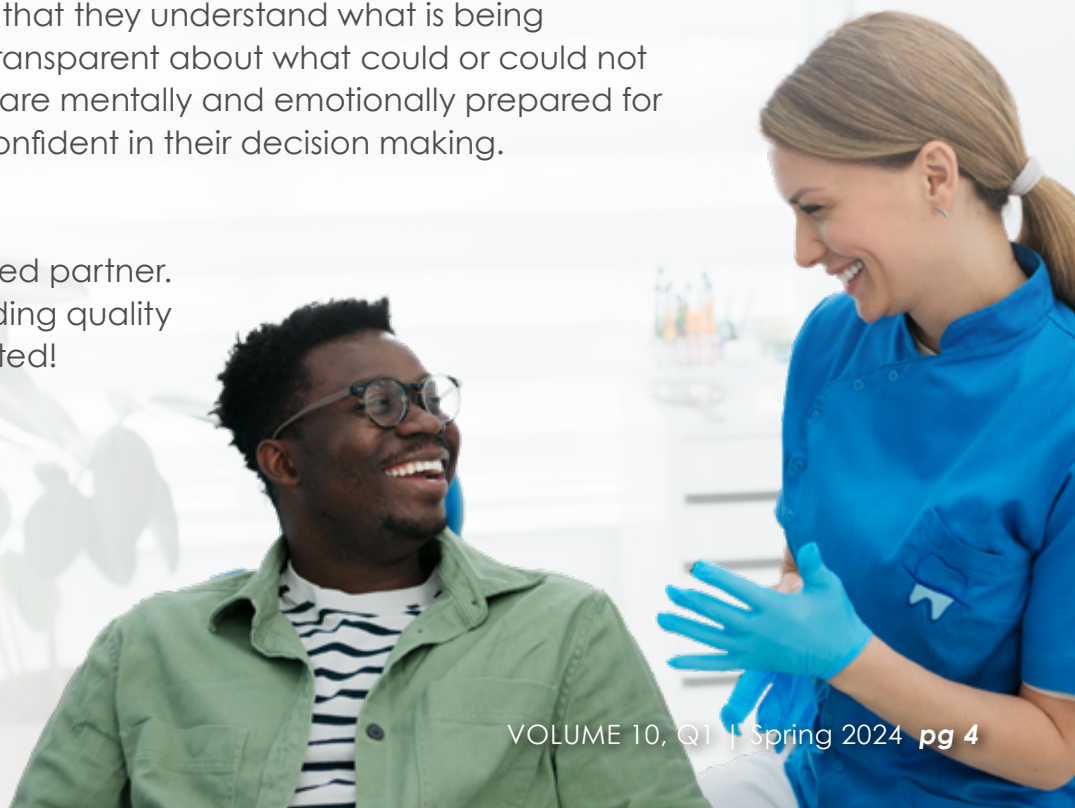
Recognize and affirm a member's feelings by expressing how much you understand and are eager to help.

Simplify



When explaining treatment plans, simplify your explanation as much as possible to ensure that they understand what is being communicated. Be transparent about what could or could not happen so that they are mentally and emotionally prepared for treatment and are confident in their decision making.

Thank you for being a valued partner.
Your commitment to providing quality service is greatly appreciated!



LIBERTY Offers Providers Free Interpretation Services in 150 Languages

Need an interpreter? Now you can call LIBERTY's Provider Member Service Department to schedule an onsite interpreter. NOTE: You must call LIBERTY at least **1 week in advance** of the member's appointment to ensure interpreter availability. For American Sign Language interpreters, we recommend calling us at least **2 weeks prior** to the appointment to ensure interpreter availability.

Helpful tips when working with American Sign Language Interpreters:

- Be sure that there is proper lighting so the interpreter can easily see 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 for the interpreter to sit or stand near 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 resuming the conversation
- Clarify any unique vocabulary such as acronyms and technical terms. We recommend using 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
Oklahoma: (888) 700-1093
National: (888) 352-7924

Dental Records Availability

LIBERTY would like to remind our contracted dentists of the importance, and contractual obligation, of making copies of all member records to the Plan available upon request. Copies of **all member records** must be provided to LIBERTY **within 3 business days** of issuance of a notice letter. LIBERTY ensures that all records obtained are handled only by authorized staff.

LIBERTY may request dental records for the following:

- Routine chart review
- Grievance resolutions
- Appeal resolutions
- Second opinions
- State/federal compliance



To assist a member in understanding recommended treatment and co-payments it is important to note that all members have the right to file a grievance, appeal, or second opinion. It is LIBERTY's responsibility to provide a response to that member's concerns. For the Plan to complete an unbiased review, we need to request a copy of the member's full dental records. As a LIBERTY contracted dentist, you have agreed to cooperate with the Quality Management Department, including providing copies of full member records to the Plan at no cost and within the allotted time frame. Failure to respond and provide all requested member records to the Plan in a timely manner will result in disciplinary actions, including but not limited to, monetary compensation in favor of the member, transfer of enrollment, closure to new enrollment or in cases of continued non-compliance, and/or termination by the Plan.

Member Dental Records

LIBERTY contracted providers are required, and contractually obligated, to maintain member dental records in compliance with applicable state and federal regulations. Copies of complete member dental records for active and/or inactive patients must be accessible for a minimum of **10 years**, even if the facility is under new ownership or is no longer under contract. Providers must have confidentiality policies to ensure privacy and security provisions according to the Health Insurance Portability and Accountability Act (**HIPAA**). All dental records must be comprehensive, organized, and legible. All paper entries must be completed in ink, signed, and dated by the treating dentist or other licensed health care professional who performed services. The names and amounts of all local anesthetics must be documented. All appropriate informed consent documentation that is signed and dated by the member for the specific treatment plan accepted must be included.

Dental Advisory Committee (DAC) Recruitment Calling All Interested Providers!

LIBERTY is seeking providers to participate on the company's Dental Advisory Committee (**DAC**). The DAC allows LIBERTY's key personnel to obtain valuable feedback and recommendations directly from our contracted provider network. This is your opportunity to interact with LIBERTY's staff and effectuate the development of program policies and initiatives as well as gain transparency into the Plan's operations. If you are interested in joining LIBERTY's DAC, or if you have any questions about the application process, please contact the Quality Management Department at QM@libertydentalplan.com. LIBERTY appreciates your participation and values our partnership and our mutual goal to provide your patients and our members the highest quality oral health care. We look forward to hearing from you!

Latest LIBERTY Provider Resource Library

For more information and direct access to provider materials, head to our website by [clicking here](#) or visit: libertydentalplan.com/Providers/Provider-Resource-Library.aspx

Materials found on LIBERTY's site include:

- Provider Portal
- Directory Information Verification (**DIV**): Update your provider directory information via our online portal and stop validation calls to your office
- Provider Compliance Training (**required annually**): Training and Attestation materials available
- COVID Resources
- Code of Conduct
- Member Materials (Community Smiles)

For additional support, contact your assigned Provider Relations Network Manager or call us at **(888) 352-7924**
Mon - Fri 5am-5pm PT.



Provider Satisfaction Survey – Your Voice Matters!

Thank you LIBERTY providers for your participation in the 2023 Provider Satisfaction Survey. Your commitment and expertise have contributed significantly to our collective success in improving healthcare excellence!

We invite you once again to be a vital part of our ongoing journey by participating later this year in our **2024 Provider Satisfaction Survey**.

As a contracted provider, LIBERTY takes your collective feedback from the survey to help us create a better dental care experience by:

- Understanding your needs and those of participating offices;
- Identifying areas where we can improve our services; and
- Using the feedback you provide us to develop program goals and objectives to meet your needs even better!

Your firsthand experience provides us with valuable insight into the resources and interventions that are developed by LIBERTY to better support you.

As soon as the **2024 Provider Satisfaction Survey** goes live, our Provider Relations team will reach out to our network of providers with the exciting news! Please check the **[Provider Portal](#)** to access your survey or contact your Provider Relations Representative for more information. Together we can make a difference.

