



LIBERTY DENTAL PLAN[®]

*Florida Healthy Behaviors Program
SFY 2025-2026*



Liberty Dental Plan supports a Healthy Behaviors Program (HBP) to reward enrollees to focus on their oral health. Enrollees who join the program and complete a dental visit can get a reward. Information about HBP can be found on our website, in the enrollee welcome packet and welcome letter.

HEALTHY BEHAVIORS PROGRAM EVALUATION

The HBP includes an annual evaluation to review the performance and the overall impact of the program. The annual evaluation gives a complete assessment of the data and activities that occurred during the 2025-2026 state fiscal year.

- I. Healthy Behaviors Program Committee Oversight
- II. Annual program assessment
- III. Community activities
- IV. Process improvements found for 2026-2027 SFY

I. HEALTHY BEHAVIORS PROGRAM COMMITTEE OVERSIGHT

The Quality Management team is responsible for supporting the Healthy Behaviors Program Description. Quality Management keeps all program materials. This includes a Program Description and Work Plan. The Program Description shows the overall goals and objectives of the program. The Work Plan includes certain measures, activities and support.

II. ANNUAL PROGRAM ASSESSMENT

The Healthy Behaviors Program is made of five different plans. All created to aid preventive dental treatment. Each program needs the enrollee to join the program and complete a dental visit to get a reward.

Program	Program Participation
Program: Healthy Babies Targeted Population: Non-utilizing members up to the age of 1. Objective: To help our youngest members to set up a dental home, increase oral evaluations, and get oral health instructions during their dental visit. Targeted PM: Annual Dental Visits (ADV) (D0100-D9999) Preventive Dental Service (D0999-D1999)	Throughout 2025-2026 SFY, we had 7 enrollees join Healthy Babies.

Program	Program Participation
Program: Healthy Kids Targeted Population: All newly enrolled members ages 2-20. Objective: To increase completion of an Initial Health Appointment (IHA) within 180 days of effective status with Liberty to create individual care needs, provide proper referrals of available services, and improve utilization of dental benefits. Targeted PM: Annual Dental Visits (ADV) (D0100-D9999) Preventive Dental Service (D0999-D1999) Sealants (D1351) Fluoride Varnish (D1206, and D1208)	Throughout 2025-2026 SFY, we had 63 enrollees join Healthy Kids.
Program: Healthy Moms Targeted Population: Non-utilizing pregnant members. Objective: To increase benefit utilization for pregnant members to support oral health and educate on useful oral hygiene practices. Targeted PM: Annual Dental Visits (ADV) (D0100-D9999) Preventive Dental Service (D0999-D1999)	Throughout 2025-2026 SFY, we had 11 enrollees join Healthy Moms.
Program: Healthy Habits Targeted Population: Non-utilizing members ages 4-14. Objective: To increase member education on the importance of having good oral habits through educational programs. Targeted PM: Annual Dental Visits (ADV) (D0100-D9999) Preventive Dental Service (D0999-D1999)	Throughout 2025-2026 SFY, we had 15 enrollees join Healthy Habits.

2025-2026 (SFY) ANNUAL FL MEDICAID HEALTHY BEHAVIORS PROGRAM EVALUATION

Program	Program Participation
Program: Healthy Miles Targeted Population: All members within certain zip codes/counties Objective: To increase utilization of preventive dental services in rural communities Targeted PM: Annual Dental Visits (ADV) (D0100-D9999) Preventive Dental Service (D0999-D1999)	Throughout 2025-2026 SFY, we had a total of 6 enrollees join Healthy Miles.

Healthy Behaviors Program Utilization	Q3 2025	Q4 2025	Q1 2026	Q2 2026	Total
Volume of Newly Enrolled Members	32	29	19	22	102
Completion Volume/Rate	8	7	4	13	32
Completion Rate	25%	24%	21%	59%	31%

- In the 2025-2026 SFY, a total of 102 new enrollees joined the Healthy Behaviors Program and 32 enrollees completed a dental visit and got a reward. This is a 31% completion rate.
- The program with the highest volume of enrollees was Healthy Kids at 63 enrollees or 62%.
 - The Healthy Habits enrollees made up 15%, Healthy Miles enrollees made up 6%, Healthy Moms enrollees made up 11%, and Healthy Babies enrollees made up 6%.

HBP Breakdown by Program Type	Percent
Healthy Kids	62%
Healthy Habits	15%
Healthy Miles	6%
Healthy Moms	11%
Healthy Babies	6%
Total	100%

III. HEALTHY BEHAVIORS IN THE COMMUNITY

Liberty's Outreach Team went to 177 events within the community throughout the 2025-2026 SFY. This included daycares, head start programs, food pantries, and schools, giving goodie bags. These bags were filled with toothbrushes, toothpaste, and dental flossers. The Outreach Team also works with the Boys and Girls club, the Autism and Prenatal academies, various learning centers and preschools, and the Healthy Start Coalition.

The Outreach Team also completed 1,894 dental screenings and 1,504 fluoride varnish applications within the community. When the Outreach Team is not working in the field, they are doing telephonic outreach to over 29,000 enrollees throughout the year. This is to help enrollees schedule a dental visit and provide oral health education. A total of 17,017 enrollees were contacted. This is a 58% success rate.

Community Event Volumes	Q3 2025	Q4 2025	Q1 2026	Q2 2026	Total
Community Health Fairs and Training	34	59	55	29	177
OHI Calls	10,612	6,086	7,635	5,008	29,341
Completed OHI Calls	5,691	3,608	4,431	3,287	17,017
Dental Screenings	328	464	675	427	1,894
Fluoride Varnish Applications	256	407	555	286	1,504

IV. PROCESS IMPROVEMENTS 2026-2027

Liberty is moving Healthy Behaviors Program fulfillment activities to Nations Benefits. This change will improve the administration of the program. The change will help with more efficient and standardized reward fulfillment administration, an improved member experience and increase involvement, and help for member questions related to reward fulfillment.