

LIBERTY DENTAL PLAN'S PRIOR AUTHORIZATION AND CLAIM EXCEPTIONS DUE TO COVID-19

Prior Authorization Exceptions

- LIBERTY is waiving prior authorizations and referrals for all non-elective services. Claims will be reviewed for medical necessity and conformity with Florida Medicaid guidelines.
- LIBERTY will extend prior authorizations for elective procedures approved prior to March 9, 2020 for a minimum of 6 months.

Claims Payment Exceptions

- LIBERTY is accepting claims for emergent/urgent services performed by out of network providers.
- Florida Medicaid will pay for medically necessary services provided to recipients diagnosed with Novel Coronavirus (COVID-19), regardless of whether the provider is located or licensed in Florida or located in-state but is not currently participating in Florida Medicaid. Providers without a Medicaid ID that provided services to a LIBERTY enrollee diagnosed with COVID-19 must seek provisional enrollment by emailing LIBERTY at PRInquiries@libertydentalplan.com with the information listed in the claims submissions bullet below. LIBERTY will then email a completed Florida Medicaid [Statewide Medicaid Managed Care Provisional Out-of-network Provider Enrollment form](#) to DXC Technology, at FL-emergent-enroll@dxc.com. DXC will add the provider to the Florida Medicaid Management Information System (FLMMIS) and the Provider Master List, so that after the provider is paid encounters will successfully process in the FLMMIS.
- Claim submissions from all providers must include:
 - Enrollee first name, last name, and DOB
 - Provider first name, last name, NPI, rendering location, and EIN
 - Date of Service
 - CDT 2020 Procedure code
 - Tooth number, surface or area (as applicable)
 - Enrollee's other coverage (as applicable)
 - Narrative describing the diagnosis and prognosis for treatment or X-rays (as applicable)
 - Narrative detailing the date of the patient's COVID-19 diagnosis and the name of the diagnosing provider (as applicable)
- LIBERTY will review claims for medical necessity and conformity with Florida Medicaid guidelines

For any questions regarding these exception processes, please call LIBERTY at (833) 276-0850 and select option 4. You may email your questions to floridaclaims@libertydentalplan.com. Thank you for all you do and stay safe!