



SPECIALTY CARE REFERRAL GUIDELINES FOR THE SPECIALIST

The following guidelines outline the specialty care referral process. Failure to follow any of these guidelines may result in financial penalties against your office.

- The specialty referral form can be found on www.LIBERTYdentalplan.com under "Provider Resources."
- Referrals are subject to an enrollee's plan-specific benefits, limitations and exclusions. Please refer to the Enrollees-specific Florida Medicaid Plan Benefit Schedule to determine plan-specific details regarding procedure codes and benefit coverage.
- Reimbursement of specialty services is contingent upon the enrollee's eligibility at the time of service.

EXCEPTION: Enrollees with special health care needs do not require a Referral to a specialist. Either your office or the enrollee can contact LIBERTY's Member Services Department directly for assistance in locating a specialist that can treat the enrollee's dental needs, as well as any special health care needs.



- The fastest method for Dentists to obtain a specialty care urgent referral is through our secure provider portal at www.libertydentalplan.com. Additionally, they can be requested:

Urgent Referrals and Hotline

(833) 276- 0851 option 4

Fax: (888) 334-6033

Hours

Monday-Friday

8 am EST- 8 pm EST

- Urgent referrals are valid for seventy-two (72) hours (including weekends). A member or provider can request extensions.
- Providers should not turn away members who are in pain. If a member presents to a Specialist's office for urgent care without a referral, the provider should treat the condition and submit all appropriate documentation with the claim.
- Providers should include a narrative to explain the urgent condition. All services provided must meet benefit guidelines and will be subject to pre-payment review.
- It is recommended that any additional, non-urgent treatment be preauthorized to ensure proper claim processing.



Specialty Care Referrals requiring approval:

- Endodontist, Periodontist, Oral Surgeon, Orthodontist
- Referrals require approval if a member is to be seen in the hospital.
- The primary dental provider (general or pediatric dentists) must request the referral for the specialty care.
- Enrollees with special health care needs do not require a Referral to a specialist.
- Specialty Care Referral Guidelines are available in the LIBERTY Medicaid Provider Handbook Section 9.
- Referrals are valid for 180 Days
- Specialty Care Referral requests can be submitted through the secure provider web portal at www.libertydentalplan.com

LIBERTY DENTAL PLAN

Office's Claims
Submit a Claim
Check Eligibility
Check Multiple Eligibilities
My Members
My Providers
My Profile
My Preferences
Talk To Us
Attachments
Manage Users
Resources
Logout

THE FOLLOWING STATEMENT IS APPLICABLE TO APPEALS ONLY, AND NOT FOR INITIAL CLAIM OR PRE-ESTIMATE SUBMISSIONS:
Expedited/Emergency services are available if the member is experiencing pain, swelling, bleeding, infection or other life threatening conditions that could jeopardize life, limb or bodily function. The Plan does not consider denture fabrication or periodontal services as expedited/emergency services. In the event that a member is experiencing a dental emergency and you are submitting an expedited appeal on their behalf, please contact the Quality Management Department at 1-888-703-6999 ext. 2383.

IF YOU HAVE NOT RECEIVED A DENIAL, you may use the form below to submit your claim(s) or pre-estimate to LIBERTY:

Dental Claim (ADA) Pre-Estimate Claim (EST) Referral (RES)

Provider:
[- Select a provider -]

Emergency Referral Specialty Category: Primary Care Specialty Subcategory: []

Patient: (Please select a patient)
Member #: [] Policy #: []
Last Name: [] First Name: [] DOB: [] [Find]

Patient Acct #: [] Billed Currency: U.S. Dollar

Remove Line	Procedure Code	Tooth	Quadrant	Surface	POS	Amount	Description
Remove	1				11-office		
Remove	2				11-office		

Special Health Care Needs- Referrals Process



Special Health Care Needs — NO REFERRAL REQUIRED

- Enrollees who face physical, behavioral, or environmental challenges daily that place at risk their health and ability to function fully in society
- This includes individuals with intellectual and developmental disabilities or related conditions; individuals with serious chronic illnesses, such as human immunodeficiency virus (HIV), schizophrenia or degenerative neurological disorders; individuals with disabilities resulting from many years of chronic illness such as arthritis, emphysema or diabetes; and children/adolescents and adults with certain environmental risk factors such as homelessness or family problems that lead to the need for placement in foster care
- Pre-Authorizations are Required



FAQs

Q: Who generates the referral to the specialist?

A: The Primary Dental Provider submits the referral for specialty care to LIBERTY for review and approval.

Q: If I am a specialist how do I get a copy of the approved referral?

A: You can get a copy from the member or you can contact LIBERTY Dental Plan for a copy of the approved referral.

Q: If I have a member in my office with an emergency do I need to contact LIBERTY for a referral.

A: The fastest method for Dentists to obtain a specialty care urgent referral is through our secure provider portal at www.libertydentalplan.com. Additionally, they can be requested at:

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Q: Can I treat a member in pain as an emergency without a referral?

A: Providers should not turn away members who are in pain. If a member presents to a Specialists office for urgent care without a referral, the provider should treat the condition and submit all appropriate documentation with the claim.