



# Nevada Medicaid and Nevada Check Up Health & Wellness

Making members shine, one smile at a time™

SUMMER 2018

LIBERTY Member Tools & Services.....	2
What is a Dental Home?.....	4
Diabetes & Oral Health Prevention.....	5
Upcoming Community Outreach Events.....	6
Helpful Resources & Links.....	6





# Member Tools & Services

For details about how to use your dental benefits and to find out about other services available to you, visit our website at: [www.libertydentalplan.com/NVMedicaid](http://www.libertydentalplan.com/NVMedicaid).

## Our website allows you to:

- Find and Select a Dentist – Request an Office Transfer
- View Member Documents & Resources
- Find Answers to Frequently Asked Questions
- Request / Print an ID Card
- Send us Feedback and Suggestions
- File a Grievance
- Access your Online Account

## Member Handbook

The Member Handbook is a summary of the dental services available to you. It contains important information regarding LIBERTY and its operations. We want you to understand your dental program and its benefits/services. To view and read your member handbook or see the changes to your handbook, visit our website at: [www.libertydentalplan.com/NVMedicaid](http://www.libertydentalplan.com/NVMedicaid). Or you can call Member Services toll-free at: **1.866.609.0418** (TTY: **1.877.855.8039**) to request a copy of the handbook.



## Language Assistance Services

### We Speak Your Language

It is important that you can talk to your dentist or your dental plan easily. We have dentist and dental staff in our network who speak your language. You can find this information in your provider directory or by calling our Member Services Department.

If your dentist or dental home does not speak your language, we can help you.

Your dental home can call us to get an interpreter who speaks your language.

You can tell us your language needs by completing the Language Needs Survey on LIBERTY's website or by calling the Member Services Department.

**As a LIBERTY member, you have the right to these services at no cost to you:**

- Telephonic Interpreter Services
- Face-to-Face Interpreter Services (scheduled through your dental plan)
- Prior Authorization is required to schedule a face-to-face interpreter
- Written Translations of letters and notices that affect your dental services and coverage is available on LIBERTY's website in Spanish. We can also help you if you read a different language.

For language assistance services call:  
Member Services: **1.866.609.0418**  
TTY: **1.877.855.8039**



## Transportation Services

### Do you need a ride to your appointment?

Non-Emergency Transportation (NET) is provided to Nevada Medicaid members to get necessary covered services. Nevada Check Up members are not eligible for NET services.

### How do I schedule transportation?

Transportation services are managed through MTM to provide you with non-emergency transportation to your dental appointments. If you have questions or need assistance setting up transportation you may call MTM at: **1.844.879.7341**, or you may contact LIBERTY's Member Services Department at: **1.866.609.0418** to help coordinate transportation for you.

### When do I have to call?

You must call at least five working days before your non-urgent appointment to set up transportation. If you have less than 5 days before your appointment you should still call MTM at: **1.844.879.7341** for assistance. MTM schedules routine trips Monday through Friday from 7 a.m. to 5 p.m. Pacific Time.

### What information do I need to know when I call?

- The street address, including city and zip code of your pick up and drop off locations, and telephone number
- If you have a Nevada Medicaid ID number, please have it ready for the reservation specialist
- Minors under age 18 must travel with an adult 18-years-old or older. Members 15-17 years of age may travel alone if MTM has an approved Parental Consent Form on file. Minors under age 18 that are legally married, emancipated or obtaining family planning services are able to travel alone
- Transportation is only available when you choose to have services at the nearest appropriate network provider

### What if I have a complaint about transportation?

You can file a complaint if you:

- Do not agree with a decision made by MTM
- Are not happy with any services received
- Are not happy about any other part of MTM's transportation services

To file a complaint, call MTM's **We Care Line** at: **1.866-436.0457** or you can go online at: <http://www.mtm-inc.net/nevada/>.



## Our Mission

LIBERTY Dental Plan is committed to being the industry leader in providing quality, advanced and affordable dental benefits, focusing on member satisfaction.



**LIBERTY DENTAL PLAN**

Health&Wellness Guide Produced for the State of Nevada Medicaid members of Clark and Washoe Counties by LIBERTY Dental Plan.

**EDITORIAL** Laurie Curfman

**ART DIRECTOR/GRAPHIC DESIGN** Russell Niewiarowski

### IF YOU HAVE QUESTIONS, PLEASE CONTACT:

LIBERTY Dental Plan of Nevada  
PO Box 401086, Las Vegas, NV 89140  
Member Services: **1.866.609.0418**

TTY: **1.877.855.8039**

Website: [www.libertydentalplan.com/NVMedicaid](http://www.libertydentalplan.com/NVMedicaid)

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# What is a Dental Home?

## Having a Dental Home helps produce and maintain a healthy smile.

Families are encouraged to build a relationship with their dental office (dental home). A great Dental Home means an environment that encourages members of the family to have regular dental checkups.

## Benefits of establishing a Dental Home:

- Patients become familiar with the dentist, their staff and the office
- Encourages early and regular access to preventive and routine dental services
- Increases overall oral health
- Decreases duplication of dental services caused by seeking dental care from multiple dental offices
- When required, assist with obtaining referrals to dental specialists

The American Academy of Pediatrics (AAP), the American Dental Association (ADA), and the American Academy of Pediatric Dentistry (AAPD) all recommend establishing a "Dental Home" for your child by one year of age. Children who have a dental home are more likely to receive appropriate preventive and routine care. A well-established Dental Home also includes appropriate referrals to dental specialists.

With an increase in tooth decay among young children, having a Dental Home can be essential in promoting preventive care. In addition to lifelong oral health at home, establishing and maintaining an ongoing relationship between the dentist and the patient is crucial. The Dental Home is an open door to all aspects of oral health care delivered in a comprehensive and family-centered way.



A "Dental Home" produces and maintains healthy smiles

Your assigned Dental Home can be located on your Member ID card. Or you can find out your assigned Dental Home or request an office transfer by calling Member Services toll-free at: **1.866.609.0418** (TTY: **1.877.855.8039**) or by visiting our website at: [www.libertydentalplan.com/NVMedicaid](http://www.libertydentalplan.com/NVMedicaid).

## Diabetes and Oral Health Prevention

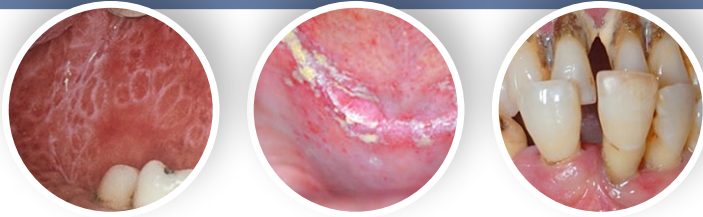
**Diabetes affects over 30 million Americans each year. It is the 7<sup>th</sup> leading cause of death.**

If you have been diagnosed with diabetes, you may know that this disease can cause problems with your eyes, nerves, kidneys and heart, as well as other parts of your body. Diabetes can lower your resistance to infection and can slow the healing process.

### The most common Oral Health problems linked with diabetes:

- Tooth decay
- Gum disease
- Salivary gland problems
- Fungal infections
- Oral inflammatory tissue disease
- Delayed healing from infections
- Altered taste

**Gum Disease is often linked to the control of diabetes.** For example, patients with poor blood sugar control appear to develop gum disease more often and more severely. They lose more teeth than people who have good control of their diabetes.



### See your dentist immediately if you notice:

- Gums that bleed easily, or are red, swollen or tender
- Gums that have pulled away from the teeth
- Pus between the teeth and gums when the gums are pressed
- Persistent bad breath or bad taste in mouth
- Permanent teeth that are loose or separating from other teeth
- Any change in the way your teeth fit together when you bite
- Any change in the fit of partial dentures



**Fact:**  
Practicing proper oral health hygiene and diet safeguards you from the effects of diabetes

A healthy diet plan that avoids fructose-based processed foods and drinks can dramatically reduce the effects of diabetes



### Prevention lowers the risks of diabetes

If you have not been seeing a dentist regularly, it is crucial that you do. Your dentist can help inform you how diabetes affects your oral health. Also, by practicing daily proper oral health hygiene and following a nutrition plan you will preserve your health.

### Follow a proper oral health plan

Visit your dentist for cleanings. Seeing your dentist regularly allows your dentist to check for and remove any bacterial infections or swelling before they lead to more serious health problems.

### What you can do:

1

#### Get your diet in check

Follow your doctor's diet and exercise advice. Consider eating 5 smaller meals per day, and follow the same eating time schedule to prevent insulin spikes.

#### Avoid processed foods/drinks with fructose-based sugars.

2

#### Daily oral health hygiene

Brush your teeth 2X day for 2 minutes. After meals, rinse your mouth with water to prevent plaque from forming on your teeth and gums.



# Upcoming Community Outreach Events



LIBERTY Dental Plan has a dedicated team of Health and Literacy Coordinators covering Clark and Washoe Counties. They provide outreach and education to Medicaid members to ensure dental benefits are utilized. LIBERTY has collaborated with agencies such as Catholic Charities of Northern Nevada, Clark County School District, The Salvation Army and Boys and Girls Clubs and has participated at health fairs and community events in both counties.

**Please look out for LIBERTY representatives at the following local events!**

Clark County:		Washoe County:	
<b>Saturday</b> June 2 2:00 pm to 5:00 pm	<b>Nevada Partners 2nd Annual Block Party</b> 710 West Lake Mead Blvd North Las Vegas, NV 89030	<b>Saturday</b> June 2 9:00 am to 1:00 pm	<b>Summer Kickoff, Health Fair by Health Plan of Nevada</b> Little Flower Church 875 E. Plumb Lane, Reno, NV 89502
<b>Monday</b> June 11 11:00 am to 2:00 pm	<b>West Las Vegas Library Health and Wellness Fair</b> 951 West Lake Mead Blvd Las Vegas, NV 89106	<b>Wednesday</b> June 6 10:00 am to 12:00 pm	<b>Sparks Christian Fellowship- Food Pantry by Catholic Charities and Food Bank of Northern Nevada</b> 510 Greenbrae Dr Sparks, NV 89431
<b>Wednesday</b> June 20 10:00 am to 12:00 pm	<b>Epi Center Food Pantry Resource Table</b> 2000 S Maryland Parkway Las Vegas, NV 89104	<b>Monday</b> June 11 4:00 pm to 6:00 pm	<b>Boys and Girls Club - Donald L. Carano</b> 1090 Bresson Ave Reno, NV 89502
<b>Friday</b> June 22 10:00 am to 2:00 pm	<b>World Refugee Day Celebration</b> 3050 Alta Dr Las Vegas, NV 89107	<b>Wednesday</b> June 13 8:30 am to 10:00 am	<b>Faith Alive Christian Center- Food Pantry by Catholic Charities</b> 2120 Hubbard Way Reno, NV 89502
<b>Wednesday</b> June 27 9:00 am to 11:00 am	<b>St. Joes Food Pantry Resource Table</b> 131 N 9th St Las Vegas, NV 89101	<b>Wednesday</b> June 27 12:30 pm to 2:00 pm	<b>Kids to Seniors Korner by Catholic Charities (immunizations and food pantry)</b> 3905 Neil Rd Reno, NV 89502

## Helpful resources and links:

**Food Bank of Northern Nevada:** <https://fbnn.org/>

**Nevada 211:** <https://www.nevada211.org/>

**Nevada Family Resource Centers:** [http://dhhs.nv.gov/Programs/Grants/Programs/FRC/Family\\_Resource\\_Center/](http://dhhs.nv.gov/Programs/Grants/Programs/FRC/Family_Resource_Center/)

**Three Square:** <https://www.threesquare.org/>