



Nevada Medicaid and Nevada Check Up Health & Wellness

Making members shine, one smile at a time™

WINTER 2018

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Members First

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. 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.

We are here to help guide you in making the most of your dental benefits. LIBERTY pledges to support you through the excellent customer service you deserve.



How to update your contact info:

If you move or change your phone number, please contact your welfare office to let them know.

- Toll Free **1.800.992.0900**
- Northern Nevada **1.775.684.7200**
- Southern Nevada **1.702.486.1646**



Need help finding a dentist or help transferring to a new Dental Home?

Contact LIBERTY at: **1.866.609.0418** (TTY: **1.877.855.8039**). A Member Service Representative will assist you in locating a dentist near you or help you with transferring to a different Dental Home. You can locate providers or request an office transfer online www.libertydentalplan.com/NVMedicaid; click on **Find & Select a Dentist**.



Nevada Medicaid Dental Program Member Handbook



LIBERTY Dental Plan is committed to being the industry leader in providing quality, innovative and affordable dental benefits with the utmost focus on member satisfaction.

Have Questions?
Visit us at:
www.libertydentalplan.com
Call us at (888.401.1128)

IMPORTANTE: ¿Puede leer este aviso? Si no, alguien le puede ayudar a leerlo. Además, es posible que reciba este aviso por escrito en su propio idioma. Para obtener ayuda gratuita, llame ahora mismo al (888.401.1128)



LIBERTY Dental Plan of Nevada, Inc.
Making members shine, one smile at a time™

Our Mission

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

Have Questions?

Visit us at: www.libertydentalplan.com/NVMedicaid
Call us toll-free: **1.866.609.0418** (TTY: **1.877.855.8039**)



LIBERTY DENTAL PLAN

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

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Adult Care

Pregnancy and Oral Health

Dental health during pregnancy:

During pregnancy some women may find they are prone to pregnancy gingivitis—a mild form of gum disease that causes gums to be red, tender and sore. You can prevent gingivitis by keeping your teeth clean. Your dentist may recommend more frequent cleanings to help control gingivitis. If you notice any changes in your mouth during pregnancy, see your dentist. If gingivitis is not treated, it can lead to more serious gum disease.

- You are much more likely to develop red, swollen and bleeding gums, which are all signs of gingivitis
- Even small lumps can appear along the gum line or between teeth
- Continue to see your dentist for regular checkups and dental cleanings to ensure oral health and to prevent or remove cavities that may arise
- Keep and maintain your oral hygiene habits

fact:

Pregnant women are more susceptible to gingivitis and other oral bacterial infections

X-rays during pregnancy:

Pregnant women are often concerned about x-rays during pregnancy. This is understandable. In a lot of cases, your dentist may refrain from taking x-rays until after your pregnancy.

Dental X-rays are sometimes necessary if you suffer a dental emergency or need a dental problem diagnosed. Your dentist or hygienist will cover you with a leaded apron that minimizes exposure to the abdomen. Your dental office will also whenever possible cover your throat with a leaded thyroid collar to protect the thyroid from radiation.

Oral Health:

Oral health is important for your overall health and the health of your baby. If you have any questions on how to brush your teeth properly, to ensure you're removing as much plaque and bacteria as possible, talk to your dentist, and he/she will show you how to properly brush and maintain oral health.



Check for red, swollen gums - a sign of gingivitis



Tip: Rinse between brushings

Rinsing 2x a day with a quality ADA approved mouthwash will keep your teeth, gums and mouth clean, while gaining extra protection in killing plaque bacteria

This is especially important if flossing is not part of your daily routine



Even before baby teeth appear, infants need proper care and fluoride supplements to help developing teeth grow strong and avoid future tooth decay.



Clean

Parents - clean your infant's mouth and gums regularly with water and a soft infant toothbrush or cloth.



Checkup

Your infant's first dental checkup should be before he or she reaches one year old. This early dental visit can actually help your child be more comfortable at future visits and save you money.

FACT: A study in the Journal of Pediatrics showed that children who have their first visit before age one have 40% lower dental costs in their first five years than children who do not, due to the increased cost of dental and medical procedures that may be necessary as a result of early poor oral health.



Brush

Baby teeth should be brushed at least two minutes/twice a day with an age appropriate sized toothbrush.

IMPORTANT: Use only a small amount of fluoridated toothpaste the size of a pea.

Check 2min2x.org for more children's oral health information



Prevent

1 in 4 elementary school children have tooth decay. Talk to your dentist about how you can help prevent cavities.

Tooth decay is the most common and yet preventable disease in children.

American Academy of Pediatric Dentistry www.aapd.org



Fluids

Parents - encourage your infant to drink from a cup as they approach their first birthday. Infants should be weaned off a bottle by 12-14 months of age.

VERY IMPORTANT TIP: If you give your child a bottle at bedtime, only give water – no milk, formula, juice or sweet drinks because these fluids (even those that do not seem sweet) can cause widespread and serious tooth decay.



Fluoride

Infants older than six months may need fluoride supplements if their drinking water does not contain enough fluoride.

FACT: Fluoride supplementation for infants has been shown to reduce tooth decay by as much as 50%.

We're Here For You



LIBERTY covers emergency dental care

You can get emergency dental care 24 hours a day, 7 days a week at any in-network or out-of-network dental office. Emergency care can be for pain, bleeding or swelling.

Call your Dental Home for instructions on how to proceed. If you cannot reach your Dental Home, call LIBERTY at: **1.866.609.0418** (TTY: **1.877.855.8039**). LIBERTY's 24 hour on-call service will help you.

Reporting Fraud, Waste and Abuse

LIBERTY is committed to conducting its business in an honest and ethical manner. We seek to operate in strict compliance with all regulatory requirements that relate to and govern our business and dealings with employees, members, providers, business associates, suppliers, competitors and government agencies.

Health care fraud includes but is not limited to, the making of intentional false statements, misrepresentations or deliberate omissions of material facts from any record, bill, claim or any other form for the purpose of obtaining payment, services or any type of compensation for health care services for which you are not entitled.

Health care fraud, waste and abuse costs taxpayers billions of dollars each year. You can help stop fraud by reporting it. Some types of health care fraud are:

- Using someone else's ID card to get a service or product
- Loaning, selling or giving your ID card to someone
- Doctors billing for a service not performed, or billing for a service or product that is not needed
- Falsifying eligibility information in order to gain coverage



To report possible unethical business practices or potential illegal activity regarding our Health Plan, our providers, vendors or members, you may contact LIBERTY:

- Compliance Hotline: **1.888.704.9833**
- Email: compliance@libertydentalplan.com
- Mail: LIBERTY Dental Plan Compliance Department
340 Commerce, Suite 100
Irvine, CA 92602

You may remain anonymous if you prefer. All information received will be treated as confidential, and the results of investigations will be discussed only with persons having a legitimate reason to receive the information.

Your rights and responsibilities

As a LIBERTY member, you have specific rights and responsibilities. You can get a complete copy of your rights and responsibilities at any time.

- Go to www.libertydentalplan.com/NVMedicaid
- Call Member Services **1.866.609.0418** (TTY: **1.877.855.8039**)
- Look in your member handbook



Helpful Resources & Links



Community outreach

Our Health & Literacy Coordinators spend time in the community supporting many local community events. We partner with groups that support our efforts of improving the oral health and overall health of our members.



Are you on Facebook and Instagram? So are we! Follow us for oral health & wellness tips and information on community events in your area @libertydentalplan.

We want to see your smile! Take a selfie with your LIBERTY goodies, tag us and use #LIBERTYlovesmysmile.

Helpful steps to follow to register for an online account:

As a member of LIBERTY, you have access to the member web portal **iTransact** at no cost to you. This is an easy way for you to view your dental care information in a secured environment. Online services include:

- 24/7 Access
- View Claim Status
- Print/Request ID Card
- View Benefit Plan

Getting started is easy! Just follow these steps:

1. Visit www.libertydentalplan.com/NVMedicaid
2. Under **Member Tools**, click on **Online Account Access**
3. Locate and click on **Click here to create a new user...**
4. Choose **Member** from the drop-down menu and click on **Select**
5. Enter the requested account information and click on **Create Account**



An email notification will be sent to the email address you provide. Once you receive the email, you must click on the **Activate My Account** link within the email to complete the activation process.

Helpful resources and links:

Aunt Bertha – Connecting People and Programs <https://www.auntbertha.com/>

Women's Health <https://www.womenshealth.gov/a-z-topics/oral-health>

Find out about alternative treatments for pain management <http://prescribe365.nv.gov/>

