



# Nevada Medicaid and Nevada Check Up Health & Wellness

Making members shine, one smile at a time™

WINTER 2020

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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](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.

### Using Your Benefits

Preventive dentistry is used to treat dental problems in their earliest stage. Preventative procedures include teeth cleanings to oral cancer screenings. Our goal is to keep you as healthy as possible to maintain your natural teeth for life. Preventative actions are only effective if you visit your Dental Home regularly. Make sure to use your dental benefits and visit your dentist!

Contact your Dental Home or LIBERTY's Member Services to make an appointment. Learn more about your coverage and assigned Dental Home by:

- Locating your LIBERTY ID card
- Downloading a free LIBERTY Dental Mobile App by texting the word **MOBILE** to **22925**
- Creating a member portal account on [www.libertydentalplan.com/NVMedicaid](http://www.libertydentalplan.com/NVMedicaid)
- Calling LIBERTY toll-free at **1.866.609.0418**
- Texting the word **TEXT** to **22925**



### Our Mission

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

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.

### Have Questions?

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



### LIBERTY Dental Plan Health&Wellness Guide

This guide is produced for the State of Nevada Medicaid members of Clark and Washoe Counties by LIBERTY Dental Plan of Nevada.

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# Members First

## LIBERTY ID Card

- You become eligible
- You request one
- You change or correct the spelling of a name

To request a new ID card, call Member Services at **1.866.609.0418**, request one online at [www.libertydentalplan.com/NVMedicaid](http://www.libertydentalplan.com/NVMedicaid), or through the free LIBERTY mobile application on your smart phone. ID cards are mailed within 5 working days from the date requested.

## It's important we treat you fairly!

That's why we follow federal civil rights laws in our health programs and activities. LIBERTY does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

LIBERTY provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
  - Free language services to people whose primary language is not English, such as:
    - Qualified interpreters (via telephonic or face-to-face)
    - Information written in other languages
    - The languages (including American Sign Language) offered by the provider or a provider's office can be viewed on LIBERTY's online directory.

LIBERTY makes every effort to ensure a qualified interpreter is available at your dental appointment. We recommend you request face-to-face interpreter services at least 72 hours in advance of your dental appointment to ensure a qualified interpreter is available. In the event, your dental appointment, telephonic interpreters will be made available.

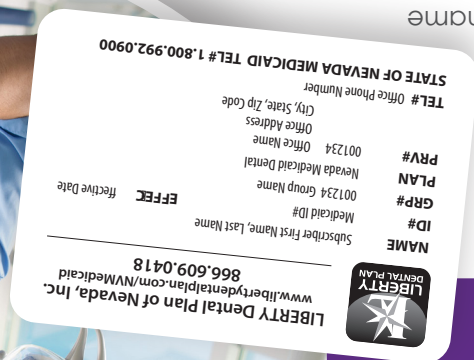
If you need these services, please contact Member Services by calling **1.866.609.0418**. Or, if you cannot hear or speak well, please call **1.877.855.8039**.

## Participating Provider Training

LIBERTY's network providers are ready to assist all members, and are required to complete competence training on an annual basis. Below are examples of LIBERTY's training modules all providers must acknowledge to provide you with exceptional customer service:

- Critical Incident Training
- Code of Business Ethics & Conduct
- Cultural Competency Provider Training
- Fraud, Waste & Abuse Training
- General Compliance Training
- Language Assistance
- ACA Section 1557
- HIPAA

Rest assured, you are in good hands and our providers are well equipped with the skills and knowledge to serve you.



## Dental Practice Safety Measures During Coronavirus (COVID-19)

The American Dental Association has developed science-based guidance to dentists on extra steps they can take, in addition to the infection control procedures they've always followed, to help protect you and their staff.

### What to Expect When Visiting Your Dentist:



#### Before Your Appointment\*:

- **You will be asked questions** before your visit to make sure you do not have any of the signs of Coronavirus (COVID-19).
- **Your temperature may be taken.**
- **In order to ensure social distancing**, the waiting area may be closed and you may be asked to wait outside, in your car, or in a hallway.
- **You may be asked to wash your hands** or there will be hand sanitizer for you when you enter the office.
- **The waiting area may look a little different.** There may be less furniture and reading materials will not be available. Other items such as tissues or pens will be removed. These measures will help keep the waiting area cleaner and safer.



#### During Your Appointment:

- **Air purification.** You may see or hear HEPA air filtration systems or other air purifier systems that will help remove virus particles from the air to make the office safer.
- **You may need to use a mouth rinse before you begin your dental work.** The rinse may help to lower the risk of spreading COVID-19.
- **The dentist and office staff may be wearing more protective personal equipment (PPE) than before.** The staff will be wearing gloves, goggles, special masks (N95-rated masks), face shields, surgical caps, and shoe covers.

#### After Your Dental Visit\*:

- **Office sterilization.** After each patient visit, the dental equipment and dental chair are thoroughly sterilized to ensure the next patient enters a clean and safe environment.

Remember, regular dental visits are an essential part of your overall health. Your dentist will make sure your visit is as safe as possible for everyone involved.

\*Safety guidelines may vary from state to state.





## 5 Minutes to a Healthy Smile

### Step 1

Brush Your Teeth for 2 Minutes 2X per day



First, wash your hands and sink area before brushing, and check that your toothbrush is clean and fresh.



1 Squeeze toothpaste onto the brush, then hold the brush at a 45-degree angle. Start brushing the back outer tooth surfaces.



2 After brushing the back outer tooth surfaces, brush the front outer tooth surfaces.



4 Then brush all top teeth chewing surfaces, then all bottom teeth surfaces.



3 Then brush all inner tooth surfaces, starting in the back, then the front.



5 Then brush the front inside tooth surfaces - top then bottom.



6 Finish by brushing your tongue.

### Step 2

Floss Your Teeth for 3 Minutes 1X per day

- 1 Use a disposable floss pick, or standard dental floss around 18 inches long.
- 2 If using dental floss, wrap the floss around both index or middle fingers until 4-5 inches of floss is between the fingers.
- 3 For each tooth surface, unwind and wind the floss so that a new section of floss is exposed.
- 4 Start at the top teeth and use your index finger and thumb to guide the floss. Gently follow the floss up and down and back and forth over the tooth's surfaces a few times. Be sure to reach below the gum line also.
- 5 For the lower teeth, use both index fingers to guide the floss.
- 6 If you have braces, use a special proximal brush or a water pick.



It is important to floss your teeth at least once every day to remove plaque buildup inbetween your teeth where a toothbrush cannot reach.

A proximal brush cleans between teeth and between teeth and braces.





### (Peanut) Butter Fingers

#### What you will need:

- A disposable glove or rubber glove
- A jar of peanut butter (or nut-free sunflower butter, or jelly)
- A toothbrush
- Toothpaste
- Dental floss

**Most kids know** that they need to brush their teeth twice a day, but are they cleaning between their teeth as well?

This flossing demonstration inspired by the Nova Scotia Dental Association shows how much can be left behind by brushing alone.

#### Instructions:

- Put the glove on your hand and smear peanut butter between your fingers.
- Hold your hand up in front of you like you're about to high five, with all of your fingers held tightly together and pointing upward.
- Explain that your fingers represent teeth and the peanut butter is like the food and bacteria that get trapped between them throughout the day.
- Using the toothbrush and toothpaste, try to clean away the peanut butter from between your fingers while keeping your fingers tightly pressed together.
- When you've finished, spread your fingers apart to show how much peanut butter is still stuck between them.
- Pressing your fingers back together, have the child try to use floss to clean the peanut butter from between your fingers.



**Lesson learned:** While brushing your teeth removes the food and bacteria that stick to the outside of your teeth, there's also bacteria and food between the teeth that brushing can miss. That's why it's so important to clean between your teeth every day as well – to remove what toothbrushes can't reach.



## Helpful Resources



### LIBERTY Dental Plan Community Smiles Program



### Finding help just got easier.

**Community Smiles** is a referral platform for social services that exists to connect all people in need and the programs that serve them (with dignity and ease). Community Smiles makes it easy for people facing social needs—and those who help others—to find and make referrals to appropriate programs and services for food, shelter, health care, work, financial assistance, and more. Search anonymously or create an account for access to free tools and features!

Community Smiles is powered by Aunt Bertha. Aunt Bertha is an online social care network of programs which provide participating organizations the ability to respond to these connections.

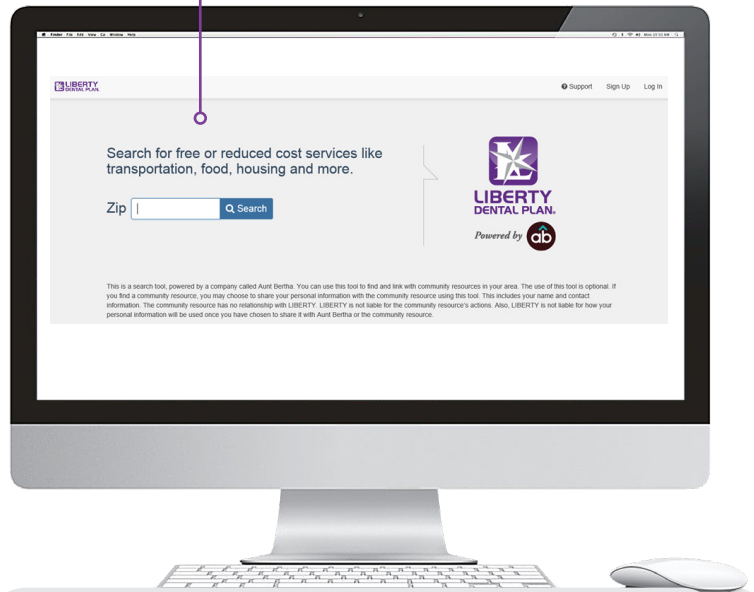
### Now, more than ever, we understand you may be facing many challenges.

We developed the Community Smiles Program to help connect you to free or low-cost services in the community. You may locate food assistance, housing, transportation, job training, and more.

### We invite you to connect with our Community Smiles Program by:

- Texting **LDPsmiles** to **22925**
- Calling LIBERTY's Member Services Department at **1.866.609.0418**
- Meeting a LIBERTY Health & Literacy Coordinator at a community event
- Inquiring with your assigned Wellness Advocate (if applicable)

Visit our online platform to search and navigate LIBERTY's Community Smiles Program resources at:  
<https://communityresources.libertydentalplan.com>



**Scan the QR code below** with your smart phone camera or QR scanner app for instant access to LIBERTY's Nevada Medicaid website.



**Follow us** for information on upcoming LIBERTY events and other community activities happening in your area [@LIBERTYDentalPlan](#).

