

Nevada Medicaid and Nevada Check-Up Health & Wellness Guide

Winter 2023



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Have you read your 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 at no cost.



LIBERTY Dental Plan Health & Wellness Guide

Produced for the State of Nevada Medicaid and Nevada Check Up members of Clark and Washoe Counties by LIBERTY Dental Plan of Nevada

LIBERTY Dental Plan of Nevada
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Have Questions?

Visit us online:

www.libertydentalplan.com/NVMedicaid

Call us toll-free: 1-866-609-0418
(TTY: 1-877-855-8039)

Create an online account:

www.libertydentalplan.com/memberportal

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.



Updating your contact information is important to project your coverage.

The Division of Welfare and Supportive Services (DWSS) has begun redeterminations. Don't risk a gap in your Medicaid or Nevada Check Up coverage. Make sure that your contact information is updated to receive important information about your benefit eligibility.

What To Do:

1. Make sure your contact information is up to date
2. Check your mail for a letter
3. Get ready to renew your coverage

Call **702-486-1646** or scan the [QR code](#) to change your address.



Click here for the "[Stay insured](#)" video tutorial.



Oral Health Risk Assessment

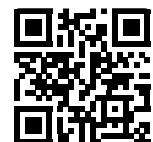
LIBERTY would like to know how to best meet your individual oral health needs. The OHRA is designed to help us better understand your dental needs so that you can receive access to proper care. **Did you know the OHRA is to be completed within 90 days of your membership?**

Completing the OHRA is easy. You can scan the QR code with your mobile device or you can visit <https://memberohra.libertydentalplan.com/> to get started.

Don't have access to the Internet? You can find a copy of the OHRA in your member handbook. Just fill out the paper form and mail it back to us at the address below. You can also call **1-866-609-0418** (TTY **1-877-855-8039**) to complete the OHRA with a live agent over the phone.

LIBERTY Dental Plan
 P.O. Box 26110
 Santa Ana, CA, 92799-6110

Scan here to get started



LIBERTY offers FREE language assistance services

We Speak Your Language. It is important that you can talk to your dentist or your dental plan easily. We have dentists 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. 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.
- For language assistance services, call LIBERTY at **1-866-609-0418** (TTY: **1-877-855-8039**).

Did You Know...You may be able to receive a \$25 gift card for visiting your dentist?

LIBERTY's Healthy Behaviors Program helps our members take charge of their dental health. As a member of the Nevada Medicaid Program, you or your child may be eligible to receive a reward.



Who is eligible?

If you are covered under Nevada Medicaid, with LIBERTY and are:

- An Infant under age 1
- Between the ages of 1 – 20
- An adult 21 or older enrolled as a pregnant member
- Have not seen a dentist as a LIBERTY member in the last 12 months.

How do I join?

Online: Visit www.libertydentalplan.com/NVMedicaid and click on the Healthy Behaviors Program link under Member Quick Links.

Phone: Call LIBERTY at **1-866-609-0418** (TTY **1-877-855-8039**) Monday through Friday, 5:00am – 5:00pm PST and let the agent know that you or your child would like to join the Healthy Behaviors Program.



Did You Know...You can take part in our Member Advisory Committee?

LIBERTY hosts a quarterly Member Advisory Committee (MAC) meeting to discuss our initiatives, outcomes, and you are invited to join. Receiving member feedback is important and we want to hear from you! Member suggestions will help with improving future and current programs and services.



- The committee will meet virtually, once (1) per quarter and four (4) times per year.
- Selected members who participate will be compensated for each meeting attended.
- Members will be paid \$100 per quarter and no more than \$400 per year
- Meetings will last approximately 30 minutes to 1 hour.

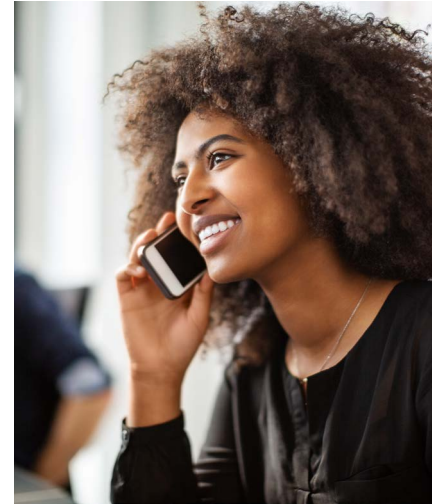
You can scan the QR code to submit your information for a chance to join the MAC.

How can I report suspected fraud, waste, or abuse?

LIBERTY is committed to doing 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, making planned statements that are not true, misrepresentations, or leaving out material facts on purpose from any record, bill, claim, or any other form to get payment, services, or any type of compensation for health care services that 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
- Faking eligibility information to gain coverage
- Members seeking prescriptions for opioids or controlled substances which are not medically necessary
- Providers writing prescriptions for opioids or controlled substances which are not medically necessary



To report possible unethical business practices or potential illegal activity regarding our dental plan, our providers, vendors, or members, you may contact LIBERTY at the following:

Phone: 1-888-704-9833 (TTY: 1-877-855-8039)

Fax: 1-714-389-3529

Email: compliancehotline@libertydentalplan.com

Mail: LIBERTY Dental Plan Compliance
Department 1730 Flight Way, Suite 125,
Tustin, CA 92782

In person: 6385 S Rainbow Blvd, Suite 200, Las Vegas, NV 89118

LIBERTY cares about more than just teeth! We care about our members' overall health and wellness. Visit our Oral Health Center (<https://oralhealthcenter.libertydentalplan.com/>) to learn more about dental treatments, get oral health and wellness tips, and much more!

The Affordable Connectivity Program is an FCC benefit program that helps ensure households can afford the broadband internet they need for work, school, healthcare and more. The benefit provides a discount of up to **\$30/month** toward internet service for eligible households and up to **\$75/month** for households on qualifying Tribal lands. That's a savings of **\$360** per year or more for qualifying households!

Get more information here: <https://www.fcc.gov/acp>.

If you are needing assistance with food or groceries during the holiday season, please contact a local food bank or food distribution site to assist you and your family.

Clark County:

Three Square Food Bank

<https://www.threesquare.org/>

1-702-644-3663

The Just One Project

<https://thejustoneproject.org/>

1-702-462-2253

Acelero Learning Centers

<https://alcc.acelero.net/>

1-702-387-0179

Las Vegas Leading Ladies

<https://lasvegasleadingladies.org/>

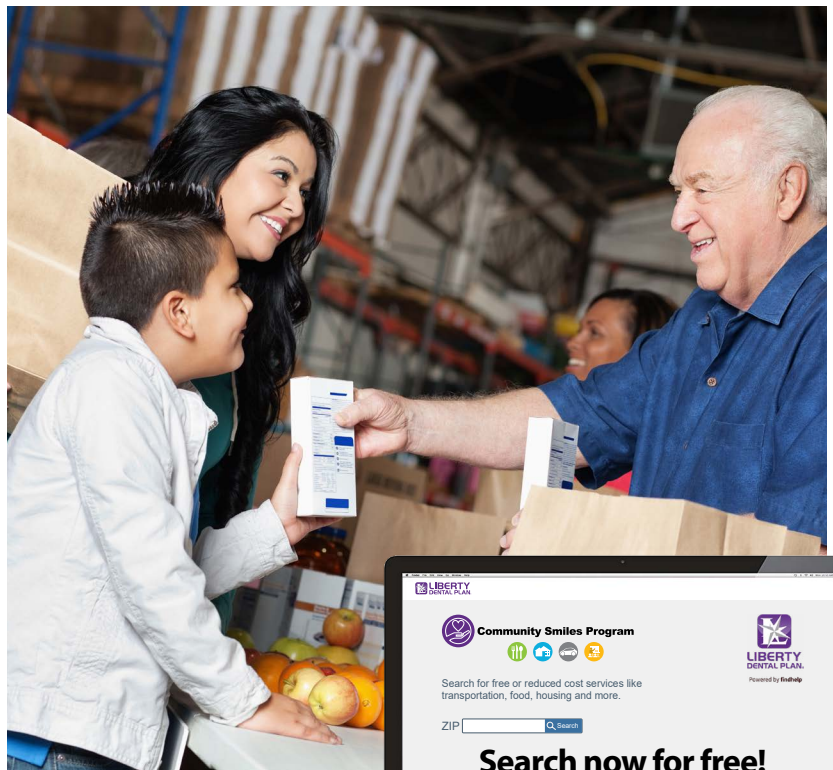
1-888-843-5855

Washoe County:

Food Bank of Northern Nevada

<https://fbnn.org/>

1-775-331-3663



LIBERTY's Community Smiles Program helps individuals search for local and free or reduced cost services like food, housing, transportation, job training, and more.

Please visit: <https://communityresources.libertydentalplan.com>

Connect with us on social media by liking our page on Facebook at **LIBERTY Dental Plan of Nevada** and following us on Instagram **@libertydentalplannv**. Stay up to date with local events and healthy tips by searching and tagging **#LIBERTYLovesMySmile**