

Nevada Medicaid & Nevada Check Up

LIBERTY Dental Plan – Summer 2024



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Find answers to your questions about your dental plan in 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, visit our website at www.libertydentalplan.com/NVMedicaid or you can call our Member Services Department at **1-866-609-0418** (TTY: 1-877-855-8039) to request a copy of the handbook at no cost to you.

LIBERTY wants to hear from you!

Your voice helps us understand the concerns you have and how LIBERTY can better help you. Here are two ways you can make sure your voice and your feedback are heard.

1. Our annual Member Satisfaction Survey

Each year, LIBERTY Dental conducts a survey to gather your feedback, as it is crucial in helping us meet our goal in getting you the assistance and access to the regular dental care you and your family need to stay healthy. **Your participation in this survey is voluntary and appreciated!** If you did not have the opportunity to participate in the previous year's survey, be on the lookout for next year's survey. Your feedback helps improve the quality of dental care offered to you.

2. Our Member Advisory Committee (MAC)

Our Quarterly meetings provide a platform for members to interact with our staff and provide honest feedback on barriers they face. Be part of conversations related to the development and review of programs that impact our LIBERTY membership.

Receive monetary compensation for participating and attending an hour-long meeting with other members and LIBERTY staff.

To join please scan the QR code or visit us online at www.libertydentalplan.com/NVMedicaid



What is Population Health?

It is LIBERTY's commitment to ensuring all our members receive the same quality of care and services regardless of their social, economic, or demographic background. We do so by assisting our members overcome barriers to care they face in their lives to live a healthier lifestyle.

How does LIBERTY help our members overcome barriers that they face in their lives?

- We help you create a dental home to help you establish healthy oral care habits to prevent and address dental issues.
- We also look to connect our members to community partners that can help provide resources to you.
- We provide Care Coordination to members with unique or complex health needs through the completion of the Oral Health Risk Assessment.
- Through our developed programs we assist members in receiving resources to address their specific health or social needs.

These programs include the following:



Healthy Behaviors Program



Care Coordination



Transportation Assistance



Language Assistance

Contact our Member Services Department or visit us online at www.libertydentalplan.com/NVMedicaid to learn more about the programs we offer to help you! We can also help you find a dental appointment and answer any questions you may have about your benefits.

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.



Establishing a relationship with your dentist

As part of our commitment to helping our members improve their oral and overall health, we assist members in establishing a dental home and a relationship with a dental provider. For parents and guardians this is especially important for children at a younger age so they can begin building a positive dental experience with their dental home.

- Our dentists will be able to educate your child on the importance of oral hygiene, help in early detection and prevention, and monitor the growth and development of your child's teeth.
- The earlier the relationship with the dental home is established the greater the impact in ensuring your child can enjoy a lifetime full of smiles.
- For members with more complex or unique needs LIBERTY offers Care Coordination to help members receive the care they need.
- Our team of skilled, experienced, and certified nurses use the Oral Health Risk Assessment (OHRA) to help identify the unique needs of our members. This helps our nursing staff get you or your child into a dental provider to help address your oral health needs. As well as connecting you to community partners to help with any other health or social needs you may need.



Complete an Oral Health Risk Assessment (OHRA)

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 [Client Liberty Dental Plan](#) 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 provided. 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
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The best summer foods for your teeth¹

Summer is approaching and it will bring in a new season of fruits, veggies, and other foods. Have you considered which summer foods are best for your dental health?

Here are common summer foods that are good for your teeth



Fruits – Strawberries and peaches are rich in Vitamin C, helping reduce inflammation and contain calcium, promoting strong bones and teeth.



Leafy greens – Butter lettuce contains Vitamin A, which forms tooth enamel. It also has small amounts of calcium, strengthening your bones and teeth.



Cheese – Mozzarella, goat cheese, and feta cheese contain protein and calcium which help strengthen your bones and teeth. It is believed that the action of chewing cheese also stimulates saliva production, washing away the food particles and bacteria in your mouth.



Meat – Firing up the grill is a great summer activity, but it's also a great move for your dental health. Meats are rich in protein, which contains phosphorus. This helps strengthen your teeth and jaw. Choose lean meats, like chicken and turkey, to maximize the health benefits of your summer cookout.



Fatty fish – (Salmon or trout) contain Omega-3 fatty acids, which have been found in studies to lower the risk of developing gum disease.

There are many kinds of foods and snacks that promote dental health.

- Avoid sticky foods that are hard to clean off your teeth and don't snack on sugary foods throughout the entire day.

Remember to brush your teeth **twice a day**, floss at least **once a day**, and visit your dentist **every six months**.



1. Source: [The Best Summer Foods for Your Teeth](#)

Helpful resources and links

LIBERTY's Healthy Behaviors Program

Haven't had a dentist appointment in the past 12 months? You and your child may be eligible to receive a gift card from LIBERTY for visiting your dentist.

Our Healthy Behaviors program helps create healthy habits and improve the oral health of child and pregnant members.

How do you apply?



Scan the QR code or visit us online at <https://client.libertydentalplan.com/NVMedicaid>. Once you have enrolled into our program, schedule and complete a dental visit to become eligible to receive your gift card.



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>

Keeping your contact information current is key

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

What to do

1. Make sure your contact information is up to date.
 - Call **702-486-1646** or scan the QR code to change your address.
2. Check your mail for a letter.
3. Complete, sign, and submit the form by the deadline in the letter.



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

