

# Nevada Medicaid and Nevada Check Up

Making members shine, one smile at a time™

- 
- Member Handbook | Our Mission | Keeping Your
  - 2** Information Current
  - 3** Your Smile Matters – Let's Connect!
  - Complete an Oral Health Risk Assessment (OHRA),
  - 4** Clinical Guidelines
  - 5** Reporting Fraud, Waste, or Abuse
  - 6** Summer Electronic Benefits Transfer (S-EBT)



**LIBERTY DENTAL PLAN®**

We want you to understand your dental program, benefits, and services. We can help you with covered dental services and non-dental services, along with how to get transportation to and from your scheduled dental appointments.

**HAVE YOU READ YOUR MEMBER HANDBOOK?** The Member Handbook is a summary of the dental services available to you. It contains valuable information regarding Liberty and its operations. To view and read your member handbook, visit our website at [www.libertydentalplan.com/NVMedicaid](http://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 within five business days of your request at no cost to you.

### **KEEPING YOUR CONTACT INFORMATION CURRENT IS KEY**

Do not 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:**

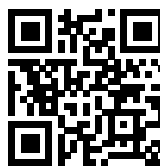
1. Make sure your contact information is up to date.
2. Check your mail for a letter about your coverage.
3. If you get a renewal form, fill it out and return it by the deadline in the letter.

Call 702-486-1646, follow the link <https://dhcfp.nv.gov/UpdateMyAddress/>, or scan the QR code to change your address.

### **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 online: [www.Libertydentalplan.com/NVMedicaid](http://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](http://www.Libertydentalplan.com/memberportal)

Download our Liberty Dental mobile app



**Follow us on Facebook and Instagram for oral health and wellness tips and community events going on in your area!**

# Your Smile Matters – Let's Connect!

Liberty Dental Plan offers in-person member support! Our friendly Community Smiles Outreach Team is here to guide you through your oral health journey, whether you need help finding a dentist, understanding your benefits, or learning about resources available to you and your family.

Where can you find us? We will be at the Division of Welfare and Supportive Services (DWSS) offices – come by and say hi!

District Office	Monday	Tuesday	Wednesday	Thursday
<b>Belrose</b> 700 Belrose St. Las Vegas, NV 89107				8:00am – 10:00am (2 <sup>nd</sup> week of month)
<b>Craig</b> 3223 W Craig Rd. N. Las Vegas, NV 89032	8:00am – 12:00pm (2 <sup>nd</sup> week of month)			
<b>Durango</b> 3965 Durango Dr. Las Vegas, NV 89147	8:00am – 12:00pm (1 <sup>st</sup> week of month)			
<b>Flamingo</b> 3330 E. Flamingo Rd. Las Vegas, NV 89121		8:00am – 12:00pm (1 <sup>st</sup> week of month)		
<b>Nellis</b> 611 N. Nellis Blvd. Las Vegas, NV 89110				8:00am – 12:00pm (1 <sup>st</sup> week of month)
<b>Owens</b> 1040 W. Owens Ave. Las Vegas, NV 89106				10:30am – 12:30pm (2 <sup>nd</sup> week of month)
<b>Reno</b> 4055 S. Virginia Sparks Las Vegas, NV 89502		8:00am – 4:00pm (All month)	8:00am – 4:00pm (All month)	8:00am – 4:00pm (All month)
<b>Sparks</b> 630 Greenbrae Dr. Reno Las Vegas, NV 89431	8:00am – 5:00pm (1 <sup>st</sup> Monday of month)			
<b>Spring Mountain</b> 3101 Spring Mountain Rd. Las Vegas, NV 89102		8:00am – 12:00pm (2 <sup>nd</sup> week of month)		

**We are here to guide you and help you smile with confidence!**







## Complete an Oral Health Risk Assessment (OHRA)

Liberty would like to know how to best meet your individual oral health needs. The OHRA helps 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.

Do you not 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



## Clinical Guidelines

Liberty's Clinical Criteria Guidelines and Practice Parameters document was developed in 2005 and are subject to periodic revisions and annual review by the QMI Committee and Board of Directors. The document was developed by our dental directors with input from a participating panel of general dentists and specialists.

Liberty utilizes the American Dental Association's "Dental Practice Parameters," sound dental clinical principles, processes, and evidence to consistently evaluate the appropriateness of dental services that require review. Plan/Program guidelines supersede the information contained in Liberty's Clinical Criteria Guidelines and Practice Parameters document. You can view a copy of the document on our [website](#).

You can call our Member Services Department at 1-866-609-0418 (TTY: 1-877-855-8039) to request a copy of the clinical criteria guidelines within five business days of your request at no cost to you.



# 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. Healthcare 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 to.

- 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 was 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 on 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](mailto: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

## Community Smiles

Many organizations offer back-to-school resources such as school supplies and clothing. Our Community Smiles Program helps you search for local and free or reduced cost services.

- Go online to search and navigate the Program resources at: <https://communityresources.libertydentalplan.com>.
- Call us at **1-866-609-0418** (TTY: 1-877-855-8039) or scan the QR code.
- Contact your Liberty Case Manager (if assigned)



# Nevada Summer Electronic Benefit Transfer (S-EBT)

Provides **\$120** per eligible school-aged child to help families buy groceries during the summer when school meals are not available. Benefits for Summer 2025 will begin issuing on **May 17, 2025**, for children automatically certified through data matching.

For help with Summer EBT, call the DWSS S-EBT Call Line:

- Northern Nevada 775-684-8740
- Southern Nevada 702-486-9640

Please do not contact your child's school or other agencies.

This line is for S-EBT questions only and cannot help with other DWSS programs.



Learn more by  
[clicking here](https://accessnevada.nv.gov/) or  
visiting [https://  
accessnevada.  
nv.gov/](https://accessnevada.nv.gov/)

