



PROVIDER ALERT!

March 2, 2018

RE: NV Medicaid – Member Initiated Transfer Request

Dear Doctor:

Early in January 2018, we sent a notification reminding you that members must be assigned to your office to receive treatment otherwise your claims will be denied. Please note that the website to expedite member transfer requests during the transition period, www.libertydentalplan.com/NVMedicaid-Transfer, **will be disabled on 03/15/2018.**

LIBERTY has a self-service tool available now for members to request a transfer on our website at www.libertydentalplan.com/NVMedicaid. Below are instructions for members to initiate their transfer request:

- Go to Member Tools
- Select **Find & Select a Dentist**
- Select **Request an Office Transfer**
- Select Benefit Plan and enter City or Zip Code
- Search for a provider office
- Check the Select box of the preferred office and provider
- Member will need to fill in his/her information
- Click on *I'm not a robot* and Submit (only once)

Member initiated transfer requests via the website will take effect on the submission date.

To verify real-time eligibility for members who are assigned to your office, please log on to LIBERTY's secure Provider Portal at www.libertydentalplan.com/NVMedicaid. You must select My Members to verify that the members are assigned to your office. You can reference the Online Provider Portal User Guide for more information.

LIBERTY appreciates your participation, partnership and our mutual goal to provide your patients and our members the highest quality oral health care.

Sincerely,

LIBERTY Dental Plan
Professional Relations Department