



## **PROVIDER ALERT! REFERRAL REMINDERS**

April 10, 2018

### **Re: NV Medicaid – Reminders of Referral Processing Guidelines**

Dear Doctor:

To expedite the processing of your claims, LIBERTY Dental Plan (“LIBERTY”) would like to remind you of the following referral guidelines:

#### **Referrals to a Specialist**

- Specialty care referrals for endodontics, periodontics or oral surgery are required if services are beyond the scope of a general dentist or pediatric dentist. Referral request must include any supporting documentation and be initiated by the member’s assigned dental home.
- Referrals to a pediatric dentist are not required.

#### **Specialists Received an Approved Referral for a Consultation (D9310)**

- Specialists must submit pre-authorization for additional treatment after the initial consultation.
- Please include pre-operative radiograph(s) and narratives to support the treatment requested.

#### **Referrals from an Orthodontist**

- LIBERTY does not contract with orthodontists as orthodontic coverage is provided through the Fee for Service (FFS) benefit plan and requires a dentist’s referral. Prior authorization requests and claims for orthodontics must be submitted to Nevada Medicaid, not LIBERTY.
- Primary Dental Care providers are required to submit the approval from the Division of Health Care Financing and Policy (DHCFP) with claims submission. Specialists are to submit prior authorization for the requested treatment along with the approval from the Division of Health Care Financing and Policy (DHCFP).

#### **Referrals from Federally Qualified Health Centers (FQHCs) or Indian Health Centers (IHCs)**

- FQHCs and IHCs can directly refer members to a specialist.
- Specialists who receive direct referrals from FQHCs and IHCs need to submit supporting documentation/referral from the FQHCs or IHCs when submitting prior authorization for treatment.

#### **Emergency Referrals**

- Emergency referrals are for when members experience pain, swelling, bleeding or trauma.
- Please contact LIBERTY’s referral department at (888) 700-0643 for an emergency authorization number.
- You must submit appropriate pre-operative radiograph(s) and narratives when submitting claims along with the authorization number.



To verify real-time eligibility for your LIBERTY members, please log onto the Provider Portal of our website, at [www.libertydentalplan.com](http://www.libertydentalplan.com). You may also submit claims through the Provider Portal. If you have questions or require additional information, please contact our Professional Relations Department at (888) 700-0643.

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