

"YOUR RIGHTS"

UNDER DENTAL MANAGED CARE

IF YOU DO NOT AGREE WITH THE DECISION MADE FOR THIS DENTAL TREATMENT, YOU MAY FILE AN APPEAL. THE APPEAL MUST BE FILED WITH LIBERTY.

HOW TO FILE AN APPEAL

You have **60 days** from the date of this "Notice of Action" ([NOA](#)) letter to file an appeal. **YOU MUST COMPLETE THE APPEAL PROCESS WITH LIBERTY BEFORE YOU CAN ASK FOR A STATE FAIR HEARING.**

If you who are currently getting treatment and you want to continue getting treatment while your appeal is pending, you must tell us within 10 days from the date this letter was postmarked or delivered to you; OR before the date your dental plan says services will stop. You must say that you want to keep getting treatment when you file the appeal. You may have to pay for the cost of any continued benefit if the final decision is not in your favor.

Members and providers must ask for an appeal within **60 days** from the NOA. You can ask for an appeal letter by phone, in writing, or online:

By phone: Call **1-866-609-0418** 8:00 a.m. to 5:00 p.m., Monday through Friday. If you cannot hear or speak well, please call [1-877-855-8039](tel:1-877-855-8039) [1-800-735-2929](tel:1-800-735-2929). This number can be very busy. You may get a message to call back.

In writing: Fill out the appeal form that was included with your NOA or write a letter and send it to: **LIBERTY Dental Plan of Nevada, P.O. Box 401086, Las Vegas, NV 89140; Fax to: 1-833-250-1814.**

Electronically: Visit LIBERTY's website at <https://www.libertydentalplan.com/Members/File-a-Grievance-or-Appeal.aspx>

You may file an appeal for yourself or ask a relative, friend, advocate, dentist, doctor, or attorney file the appeal for you. Providers may file an appeal on behalf of a member or for themselves. You may send in any type of information you want your dental plan to review. A dentist who is different from the dentist who made the first decision will look at the appeal.

LIBERTY has **30 days** to give you an answer. At that time, you will get a "Notice of Appeal Resolution" (NAR) letter. This letter will tell you what LIBERTY has decided. **If you do not get a letter within 30 days, you can ask for a "State Hearing"** and a judge will review your case. If LIBERTY needs more time on your appeal and feel the delay is in your best interest, it may take up to an additional **14 days** for the Plan to give you a decision. You or your provider can also ask for an extension.

EXPEDITED APPEALS

If you or your provider thinks waiting **30 days** will hurt your health, they might be able to get an answer within **72 hours from the time the appeal was received**. When filing your appeal, make sure you or your provider asks for an "**expedited appeal**" and tell us why waiting will hurt your health or dental condition.

LEGAL HELP

You may be able to get free legal help by calling the telephone numbers below. Nevada Legal Services - Clark County: **702-386-0404** or **1-866-432-0404** Nevada Legal Services - Washoe County: **775-284-3491** or **1-800-323-8666**