



# Nevada Medicaid and Nevada Check Up Health & Wellness

Making members shine, one smile at a time™

SUMMER 2020

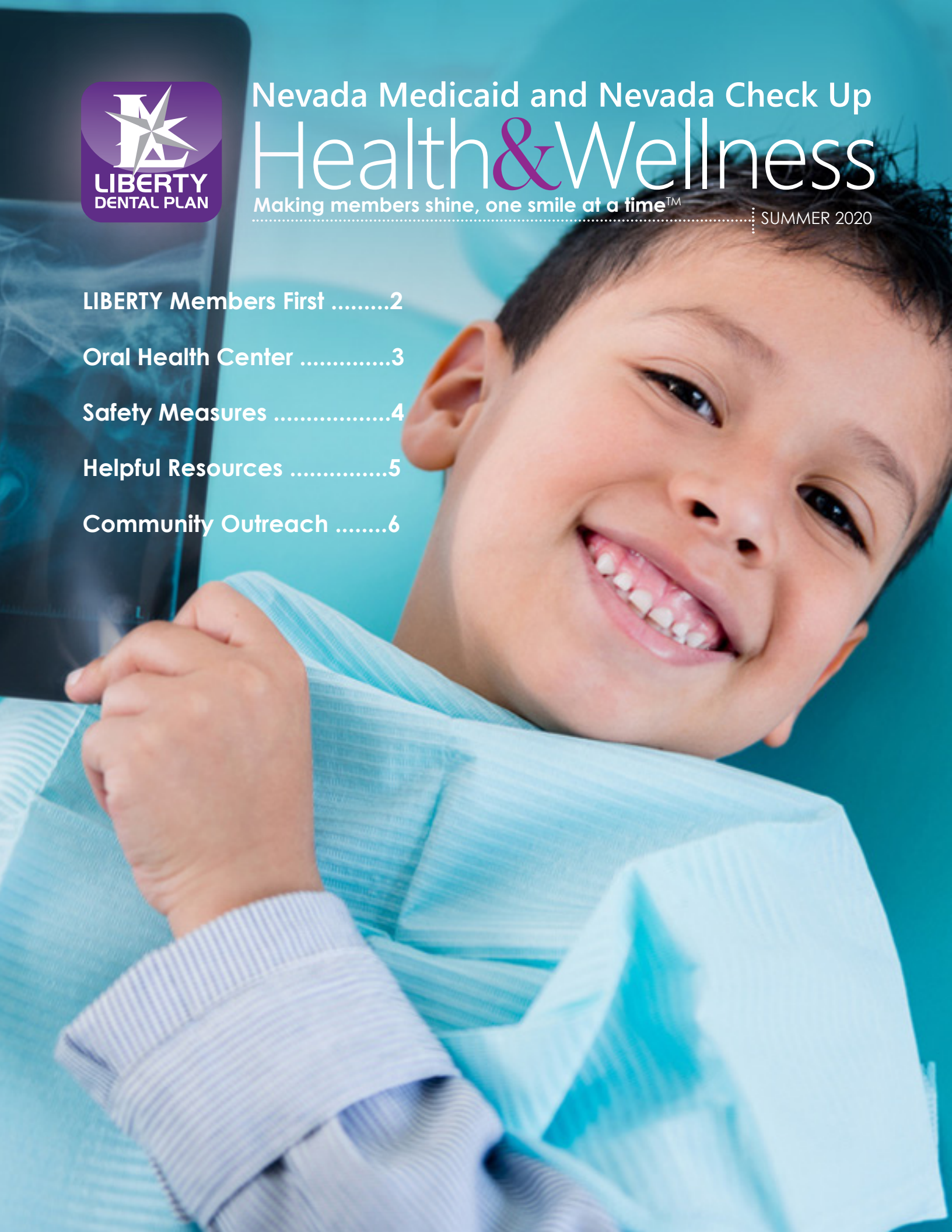
LIBERTY Members First .....2

Oral Health Center .....3

Safety Measures .....4

Helpful Resources .....5

Community Outreach .....6



## Members First

### 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 or see the changes to your handbook, visit our website at: [www.libertydentalplan.com/NVMedicaid](http://www.libertydentalplan.com/NVMedicaid). Or you can call Member Services toll-free at: **1.866.609.0418** (TTY: **1.877.855.8039**) to request a copy of the handbook.

### Member Advisory Committee

LIBERTY wants to hear from you. Once a quarter, we meet to discuss how well we are performing and how we can improve. The Committee is made up of members, LIBERTY's Dental Director and other support staff. We are looking for members who would like to join our Committee. You will take part in:

- Reviewing quality reports, such as complaints
- Suggesting ways to improve the Plan's programs and services
- Helping to set policies that affect you

You will be paid for every meeting you attend. If you're interested in the chance to participate, please contact LIBERTY at **1.866.609.0418** and ask about taking part in the Member Advisory Committee or you can email us at [QM@libertydentalplan.com](mailto:QM@libertydentalplan.com).

### LIBERTY Covers Emergency Dental Care

You can get emergency dental care 24 hours a day, 7 days a week at any in-network or out-of-network dental office. Emergency care can be for pain, bleeding or swelling.

Call your Dental Home for instructions on how to proceed. If you cannot reach your Dental Home, call LIBERTY at **1.866.609.0418**. LIBERTY's 24 hour on-call service will help you.



### 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 at: [www.libertydentalplan.com/NVMedicaid](http://www.libertydentalplan.com/NVMedicaid)  
Call us toll-free: **1.866.609.0418** (TTY: **1.877.855.8039**)



### LIBERTY Dental Plan Health&Wellness Guide

This guide is produced for the State of Nevada Medicaid members of Clark and Washoe Counties by LIBERTY Dental Plan of Nevada.

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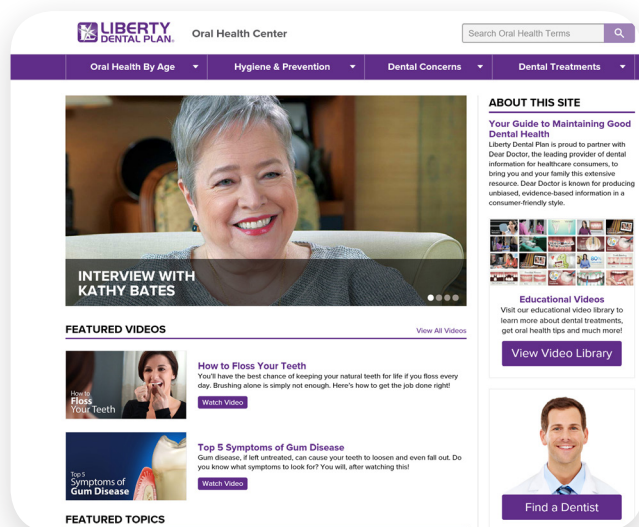


## Oral Health Center

### Your Guide to Maintaining Good Dental Health

LIBERTY Dental Plan is proud to partner with Dear Doctor, the leading provider of dental information for healthcare consumers, to bring you and your family this extensive resource. Dear Doctor is known for producing unbiased, evidence-based information in a consumer-friendly style. Search popular topics by:

- Oral Health by Age
- Hygiene & Prevention
- Dental Concerns
- Dental Treatments



- Browse featured videos and topics
- Find a dentist
- Follow us on Facebook, Instagram, and Twitter



View our extensive library of oral health resources here: <https://oralhealthcenter.libertydentalplan.com/index.php>.



### Complete Your Smile!

**Did you know** - if you are participating in the Division of Welfare and Supportive Services (DWSS) New Employees of Nevada (NEON) program you may qualify for a free upper or lower prosthetic partial to replace missing front teeth? To qualify for a free partial, you must be missing any one (or more) of the six upper or lower anterior teeth (6, 7, 8, 9, 10, 11, 22, 23, 24, 25, 26 or 27) and it must be necessary for employment.

### FREE upper or lower partial



If you are missing upper or lower anterior teeth, you may qualify for a free upper or lower prosthetic partial to complete your smile.

**Need help finding a dentist?** Call LIBERTY's Member Services toll-free at **1.866.609.0418** or visit us online at [www.libertydentalplan.com/nvmedicaid](http://www.libertydentalplan.com/nvmedicaid).



## Safety Measures

### Too Much Information About Coronavirus Can Be Confusing

There has been a lot of information in the news about the respiratory disease known as Coronavirus Disease 2019 or COVID-19. The Centers for Disease Control (CDC) is watching over the COVID-19 outbreak and has advised the following actions to help prevent its spread:

- Stay home when you are sick
- Avoid close contact with people who are sick
- Cover your cough at all times. Sneeze only with a tissue and throw the tissue away in a trash can. If you do not have a tissue, cough or sneeze into your elbow, not your hands
- Practice healthy hand hygiene
- Clean and disinfect frequently touched surfaces and objects such as doorknobs, telephones, and computer keyboards

For sources with up-to-date information on COVID-19, you can visit LIBERTY online at [www.libertydentalplan.com/nvmedicaid](http://www.libertydentalplan.com/nvmedicaid), Nevada Medicaid Response at <http://dhcfp.nv.gov/covid19/>, or Nevada Health Response at <https://nvhealthresponse.nv.gov/>.

### Hand Washing

Oral hygiene and hand hygiene go hand in hand. Your mouth and hands are central locations for germs such as viruses and bacteria, and it is important to practice hand washing regularly to prevent illness. Brushing and flossing your teeth requires the use of your hands and placing them in your mouth to either floss your teeth or thoroughly rinse your toothbrush. Before brushing and flossing, always start and end with washing your hands for 20-30 seconds with soap and lukewarm water. You may use hand sanitizer that is alcohol based if hand soap is not available. Please assist and remind young children to wash their hands often. It is important to remember to never share your toothbrush, keep cups and utensils to yourself, and always maintain a clean sink area after brushing and flossing your teeth. After all, bacteria in the mouth that causes cavities can unknowingly be shared with others.



### How to Wash Your Hands

Follow these five steps every time:

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or air dry them.



### How to Use Hand Sanitizer

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

Learn more: <https://www.cdc.gov/handwashing/index.html>



## Helpful Resources for Nevadans



### Aunt Bertha - The Social Care Network

Search for free or reduced cost services like medical care, food, job training, and more.

<https://www.auntbertha.com/>



### Nevada Department of Health and Human Services

Division of Welfare and Supportive Services

<https://dwss.nv.gov/>

1.800.992.0999, Option 1

Division of Health Care Financing and Policy

<http://dhcfp.nv.gov/>

Las Vegas 1.702.668.4200 (TTY 711)

Reno 1.775.687.1900 (TTY 711)

Division of Child & Family Services

<http://dcfs.nv.gov/>

1.775.684.4400, Option 1

Nevada 2-1-1

<https://www.nevada211.org/>

Call 2-1-1 or 1.866.535.5654

Smart Phone: text your zip code to 898211



### Medicaid Medical Managed Care Organizations (MCOs)

Anthem BlueCross BlueShield

<https://mss.anthem.com/nevada-medicaid/benefits/medicaid-benefits.html>

1.844.396.2329 (TTY 711)

Health Plan of Nevada

<https://myhpnmedicaid.com/Member>

1.800.962.8074 (TTY 711)

SilverSummit Healthplan

<https://www.silversummithealthplan.com/>

1.844.366.2880 (TTY 1.844.804.6086)



### Transportation

MTM Nevada Non-Emergency Transportation (NET)

<https://www.mtm-inc.net/nevada/>

1.844.879.7341

\*Non-Emergency Transportation (NET) is provided to Nevada Medicaid members to get necessary covered services. Nevada Check Up members are not eligible for NET services.

Regional Transportation Commission (RTC)

RTC of Southern Nevada <https://www.rtcnv.com/>

1.800.228.3911 (TDD 1.702.676.1834)

RTC of Washoe County <https://www.rtcwashoe.com/>

1.775.348.0400 (TTY 1.800.326.6868)





## Community Outreach

### Celebrating National Children's Dental Health Month

February is National Children's Dental Health Month.

National Children's Dental Health Month is meant to raise awareness about the importance of oral health.

LIBERTY's Health and Literacy Coordinators celebrated the month by presenting to over

3,000 elementary school students in Clark and Washoe

Counties. Students had fun learning about brushing, flossing, sugar bugs, healthy foods, and went home with a complete dental kit.



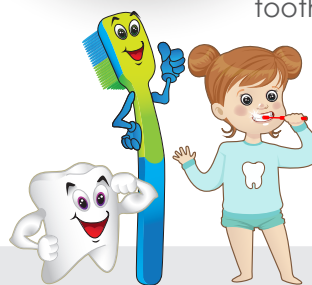
### Give Kids A Smile Day

Give Kids a Smile Day, founded by the American Dental Association in 2003, is now celebrated nationwide by volunteer dental providers who provide free dental services to underserved children in their communities. LIBERTY's Team tabled the event on February 22, 2020 providing oral health information and handed out free toothbrushes and dental kits.



### Project Homeless & Family Connect Washoe County

Project Homeless and Family Connect is an annual event that connects individuals and families to free services such as medical care, social services, mental health services, veteran's services, housing information, and quality of life services such as haircuts. LIBERTY's Health & Literacy Coordinators attended the event on January 28, 2020 to connect with LIBERTY members as well as the community to provide oral health resources.



**Follow us** for information on upcoming LIBERTY events and other community activities happening in your area [@LIBERTYDentalPlan](https://www.instagram.com/LIBERTYDentalPlan).

