



PROVIDER ALERT!

January 9, 2018

RE: NV Medicaid - Member Assignment

Dear Provider:

On January 2, 2018, we sent a notification reminding you that members are now assigned to a dental home, this includes general dentists and pediatric dentists, in order to receive care. Members must seek treatment at their assigned dental home otherwise claims may be denied unless a dental emergency is identified.

Due to our unexpected high call volume and to expedite the response time for your office during this transition period, please submit a list of members requesting to be transferred to your office directly to www.libertydentalplan.com/NVMedicaid-Transfer. This will allow us to assist you to ensure that members continue to receive care at your office and avoid disruption of dental care. We would need the following information to process your transfer request:

- Member Full Name (must be eligible with an MCO)
- Member Medicaid Number
- Member DOB
- Member Contact Information (phone number on file)
- Office Requested to be Assigned

Our Member Services Department will contact the members to confirm the transfer request and update their office assignment accordingly. Please allow a few days for us to complete your transfer requests. You will be notified via secured email when the transfers are complete; it is not necessary to contact us for an update.

In addition, you can reference the Adult and Child benefit schedules along with documentation/x-ray requirements when submitting your claims. You can locate these documents on our website at www.libertydentalplan.com/NVMedicaid.

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 in order 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

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