



## Nevada Medicaid – Recipient’s Dental FAQs

**1. Q: Does my Managed Care Organizations offer dental services?**

**A: Beginning January 1, 2018**, Nevada Medicaid recipients who live in urban Clark and Washoe counties and who are enrolled in a Managed Care Organization (MCO) will have their dental services managed by a new dental benefits administrator (DBA), which is LIBERTY Dental Plan of Nevada, Inc. (LIBERTY).

**2. Q: Does the Fee for Service Medicaid program offer dental services?**

**A:** Yes, Nevada Medicaid will continue to offer dental services to all Medicaid recipients **not enrolled** in an MCO/DBA through the Fee for Service (FFS) delivery model.

**3. Q: What dental services are covered?**

**A:** Nevada Medicaid covers dental services for children under the age of 21 and pregnant women. Coverage for individuals over the age of 21 is limited to emergency extractions, pain management, and some adults may also be eligible to receive dentures and partials under certain conditions.

**4. Q: How can I access dental services as of January 1, 2018?**

**A:** Recipients with MCO coverage will go through LIBERTY, recipients who are not in an MCO will continue to receive benefits through the FFS delivery model. If you are in an MCO, you can contact LIBERTY starting January 1, 2018, at 866-609-0418 or by visiting <https://libertydentalplan.com/NVMedicaid>

**5. Q: Can I keep my current dental provider?**

**A:** If you are in an MCO and your dental provider is currently enrolled in Nevada Medicaid and also in the LIBERTY network, you will be able to keep your dentist. If you are in a FFS area and your dentist is currently enrolled in Nevada Medicaid, there will be no change.

**6. Q: How can I find a dental provider?**

**A:** You can find a dentist by using the Medicaid or LIBERTY Online Portals.

If you **are not** enrolled in an MCO, you can find a provider by using the Medicaid (FFS) Online Portal at: <https://www.medicaid.nv.gov/hcp/provider/Resources/SearchProviders/tabid/220/Default.aspx>

If you **are** enrolled in an MCO, you can find a provider by calling LIBERTY at 866-609-0418 or visiting the Member tab of their Online Portal at: <https://libertydentalplan.com/NVMedicaid>

If you need additional help, you can contact the Medicaid District offices at:

- Las Vegas Office: 702-668-4200



- Reno Office: 775-687-1900

**7. Q: If I made an appointment for services after January 1, 2018, will I need to reschedule?**

**A:** Any appointments scheduled by recipients in the FFS area will not be impacted. DBA recipients should verify that their provider is enrolled with LIBERTY.

**8. Q: How will my MCO prior authorizations (PAs) for dental services on or after January 1<sup>st</sup> be handled?**

**A:** LIBERTY will honor all existing PAs for up to 120 days after January 1, 2018. Your dental provider must request a PA from LIBERTY, if needed, after April 30, 2018.

**9. Q: Has my dental provider been notified of the changes?**

**A:** Yes, Nevada Medicaid notified all enrolled dental providers of the change.

**10. Q: If I have any questions regarding my dental services, who should I contact?**

**A:** If you are not enrolled in an MCO, please call the Medicaid District Offices with questions.

- Las Vegas Office: 702-668-4200
- Reno Office: 775-687-1900

If you are enrolled in an MCO, contact LIBERTY at 866-609-0418 or go to their website at <https://libertydentalplan.com/NVMedicaid>.