

Frequently Asked Questions

Kaiser Permanente Dental Choice PPO

Who is LIBERTY Dental Plan? LIBERTY Dental Plan of Virginia, Inc. ("LIBERTY") is a dental benefits carrier who has been providing dental services since 2001, and currently serves over 6.5 million members nationwide.

LIBERTY's motto is "**making members shine, one smile at a time**". Our achievements are based on our commitment to earning strong customer loyalty, building a solid reputation on integrity, and providing exceptional service.

We believe in enhancing your service experience with direct access to a live representative. This means you will be greeted by a "live", qualified Member Services Representative when you call our dedicated phone number. We are there for you every step of the way, from general assistance with benefit questions, selecting a network dentist, to coordinating transition of care.

Will there be changes to my benefits? We have great news! You will keep your current dental benefits as there will be no changes.

Will we receive a new ID card from LIBERTY Dental Plan? Yes. LIBERTY Dental Plan will be mailing new dental ID cards later in the year.

When will this change take effect? Your coverage through LIBERTY will take effect on **January 1, 2024**.

Will I need to enroll to be eligible? No, re-enrollment is not required. As long as your coverage is active as of **January 1, 2024**, you will automatically be transitioned to LIBERTY.

I began treatment before enrolling under LIBERTY Dental Plan, what do I do? Please refer to the Transition of Care resource by going to the LIBERTY website at www.libertydentalplan.com/kp-cova. Click on Member Information located at the top of the page. Locate Transition of Care for more information.

Using the LIBERTY network. LIBERTY maintains a broad network of qualified dental providers who offer both general and specialized treatment. There will be no changes to your service area. Our network will continue to serve the Virginia, Washington DC, and Maryland areas.

Your plan allows you the flexibility of seeing any licensed dentist, whether in-network or out-of-network. Choosing an in-network dentist provides less out of pocket expenses versus seeing an out-of-network dentist. As we get closer to January 2024, you will have access to view your online provider directory by simply going to our website at www.libertydentalplan.com/kp-cova. Click on Find A Dentist located at the top of the page, and enter your information to begin the provider search.

Can I continue to see my current dentist if my provider is not in-network? Yes. You will have access to both in-network and out-of-network benefits. If your provider is out-of-network, members may nominate their provider to join the LIBERTY network by going to the LIBERTY website at www.libertydentalplan.com/kp-cova. Click on Nominate a Dentist located at the top of the page and complete the form. Once submitted, one of our dental recruiters will contact the dental office to see if they would like to join our network of participating providers. Please allow **4-6 weeks** for recruitment efforts to be completed.