

Frequently Asked Questions

Who is LIBERTY Dental plan?

LIBERTY Dental Plan ("LIBERTY") is a dental benefits carrier who has been providing dental services since 2001, and currently serves over 6.5 million members nationwide. We have been chosen by Kaiser Permanente to administer dental benefits on their behalf.

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 Agent 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, and 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.

If I began treatment before enrolling under LIBERTY Dental, what do I do?

Please refer to the Transition of Care resource by going to www.kp.org/dentaltransition/mas.

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 within our network. Your covered family members may visit the same or a different General Dentist. If you require a Specialist, your General Dentist may refer you to a Dental Specialist in our network if the necessary treatment is outside the scope of General Dentistry. You may also directly select a Specialist from our network. 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.kp.org/dentalprovider/mas.

Can I continue to see my current dentist if my provider is not in-network?

Yes. If your provider is not in our network, you may nominate your provider to join the LIBERTY network by going to the LIBERTY website at www.kp.org/dentalnominate/mas. 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.

