

# Member transition of care

## What is transition of care?

Transition of Care (TOC) allows members who are in the middle of treatment and transitioning to LIBERTY from another dental plan. We will work to facilitate your Transition of Care to minimize service interruptions while you continue to see the same dentist.

## What services qualify for TOC?

To qualify for TOC, a member's treatment must meet the following requirements:

1. The treatment requires more than one visit to the dental office.
2. The treatment must have begun before the member transitioned to LIBERTY.
3. The treatment must be for a qualifying condition, such as: root canal treatment, crowns, bridgework, full/partial dentures, implants, and orthodontic treatment.

A request to continue active treatment does not guarantee that treatment is medically necessary and may still require pre-authorization or medical necessity determination for a service to be covered.

## How does TOC work?

Members can apply for TOC by submitting a TOC request form **30 days** after their effective date of their dental coverage (see following page for form).

Once we receive the request, we will reach out to the treating dentist to establish a care plan. Treating dentists who are not part of the LIBERTY network will be given the option to contract with us. Members may, at any time, change their dentist to a network dentist.

TOC may be approved up to **90 days** for non-orthodontic treatment and up to **60 days** for orthodontic treatment.

LIBERTY will notify members in writing of their continued access and explanation of how long treatment is approved for.

## How do I apply for TOC?

You may apply for TOC by completing the TOC request form or contacting LIBERTY's Member Services Department.

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## What if my case is an emergency?

Simply indicate "Emergency" on your TOC request form or advise a Member Services Representative when you call our Member Services Department. A dental emergency is determined based on the member's symptoms such as severe pain, bleeding, and swelling.

## My TOC request is approved. What happens next?

You will be notified within **30 calendar days** from the date of receipt with the following information:

1. Details on any qualified treatment that was approved.
2. The name of the dental office you may continue to see for the duration of your treatment.
3. How treatment will be covered under your dental plan.

