CalOptima Health OneCare Comprehensive Dental Benefit FAQs

Liberty is passionate about improving the oral health of our members.

1. **When will the CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan dental benefit go into effect?**
   The benefit goes into effect January 1, 2025.

2. **Who is Liberty Dental Plan?**
   Liberty Dental has been providing dental benefits since 2001. We are proud to provide high-quality care to members.

3. **What is the Exclusive Provider Organization (EPO) network?**
   Liberty's Exclusive Provider Organization (EPO) is the network of providers you must use for your Liberty dental benefits.

4. **How are these benefits different from what Medi-Cal Dental provides?**
   CalOptima Health OneCare is offering members benefits in addition to Medi-Cal dental benefits. Benefits will be coordinated to ensure members have access to both their Medicare (CalOptima Health OneCare) and Medi-Cal benefits.

5. **Do I have to use my Medi-Cal Dental benefits first, before I use the Liberty Dental Plan?**
   Providers (dentists) will bill Liberty for CalOptima Health OneCare covered services first, and Medi-Cal Dental second or as a last resort. For benefits offered and covered by Medi-Cal Dental, providers will submit claims for these services directly to Medi-Cal Dental.

6. **Will I get a separate dental card to access dental benefits?**
   No, you will not get a separate dental ID card. Please present your CalOptima Health OneCare card and Medi-Cal ID card at your dental appointment.

7. **Do I need a referral to see a specialist?**
   No, referrals are not required for the Liberty Dental plan.

8. **How do I get prior authorization (approval) for services?**
   When the dentist (provider) submits a prior authorization, you will get a copy of the final decision. You can also call Liberty to get an update about an authorization.

9. **Do I need to be assigned to a dentist or dental office?**
   Assignment is not required but you must see a Liberty/Medi-Cal Dental in-network provider.

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10. **Can I keep my same dental provider under Medi-Cal Dental?**
    Liberty's CA Choice Medicare Advantage DUALS network includes a Medi-Cal Dental provider network. All providers listed on the network directory are Liberty and Medi-Cal Dental providers. If a Medi-Cal Dental provider is not listed in the Liberty network directory, you can nominate a dentist here: **www.libertydentalplan.com/nominate**

11. **Are implants covered by the Liberty Dental Plan?**
    No. Implants are not a covered benefit.

12. **What is the denture coverage for this plan?**
    Denture coverage guidelines fall under Medi-Cal Dental.

    For more information on Medi-Cal Dental benefits, please contact Medi-Cal Dental: Smile, California toll-free at: **1-800-322-6384** or online at: **https://smilecalifornia.org/contact-us/**

13. **How much will I have to pay?**
    You will pay $0 for any covered services.

14. **What if I have another private dental plan? How will benefits be coordinated?**
    Sometimes beneficiaries will buy a freestanding dental or vision plan to reduce or eliminate their Share of Cost. If you have a private plan, it will be primary and Liberty secondary.

15. **How can I get information on what is covered under this plan?**

    For more information on dental benefits, please call Liberty's toll-free number: **(888) 704-9838 (TTY 711)** or visit **libertydentalplan.com**

CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, is a Medicare Advantage organization with Medicare and Medi-Cal contracts. Enrollment in CalOptima Health OneCare depends on contract renewal. CalOptima Health OneCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Call CalOptima Health OneCare Customer Service toll-free at **1-877-412-2734** (TTY **711**), **24 hours a day, 7 days a week**. Visit us at **www.caloptima.org/OneCare**.

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CalOptima Health, A Public Agency.
H5433_25DS001_M (Accepted 10/14/2024)

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