

Fall 2025

Liberty Dental Plan Quarterly Provider News

- 2 Leadership
- 3 We Want to Hear from You!
- 4 Free Interpretation Services in 150 Languages
- 5 Quarterly Directory Information Validation Reminder | Provider Portal



Leadership

NATIONAL LEADERSHIP

[Cherag Sarkari](#), DDS, MDS, Chief Dental Officer

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[Marc Couch](#), Senior VP, Network Management and Performance

[Justin Bottger](#), Director, Provider Relations

WESTERN TEAM

[Angel Sanchez-Figueras](#), DDS, Medicaid Dental Director

[Arian Afshin](#), DDS, Medicaid Dental Director (NV)

[Leta Langford](#), DDS, Medicaid Dental Director (OK)

[Michelle Eubanks](#), AVP, Provider Relations

[Garett Bird](#), Director, Provider Relations

[Gisel Simington](#), Manager, Provider Relations

[Lucinda Shaffer](#), Manager, Provider Relations

EASTERN TEAM

[Tamara Kay-Tibby](#), DDS, Medicaid Dental Director (FL)

[Alyssa Edwards](#), DDS, Interim Medicaid Dental Director (OH)

[Naomi Ram](#), DDS, Medicaid Dental Director (WV)

[Alexis Arguello](#), AVP, Provider Relations

[Caroline Kautz](#), Director, Provider Relations

[Mayra Cardenas](#), Manager, Provider Relations

[Jenna Mader](#), Manager, Provider Relations

NORTHEAST TEAM

[Harrison N. Rubinstein](#), DDS,
Medicaid Dental Director (NJ)

[Jan Gonzalez-Torres](#) DDS,
Medicaid Dental Director (NY)

[Nicole Mosca](#), AVP, Provider Relations

[Ashley Tosado](#), Manager, Provider Relations (NJ)

[Jeanette Sierra](#), Manager, Provider Relations (NY)



We want to hear from you!

As a contracted provider, you are on the front lines delivering care to Liberty Dental Plan members. You see firsthand what's working and what's not, and your feedback is essential to help us make dental care better for everyone.

With our commitment to continuous improvements, we invite you to participate in our 2025 Provider Satisfaction Survey. The survey is currently live until **November 15, 2025**.

Your feedback will help us to:

- **Understand** the needs of our providers and patients.
- **Identify** areas where we can improve our services.
- **Develop** new programs and initiatives that support you.

We appreciate your participation and commitment to our mutual goal of providing the highest quality of care to our members. Please log in to the Provider Portal or scan the QR code to access the survey.



SCAN ME

Liberty offers free interpretation services in 150 languages

Need an interpreter? Liberty offers free language assistance services to providers to assist members whose primary language is not English.

How to request interpretation services

If you would like to request an interpreter on behalf of your member, call the member services number for your region.

California: 800-268-9012

Florida: 833-276-0851

Nevada: 888-700-06443

National: 888-352-7924

What to expect when requesting services

When you call to request an interpreter, you'll be asked to provide the following:

- 1. The member's ID number.**
- 2. The reason you need an interpreter.**
- 3. The language required.**

The member services representative will connect you with the interpreter and begin the dialogue.



Important guidelines to follow for our Language Assistance Program

- You must notify Liberty members of the availability of interpreter services.
- You must document a member's refusal of any interpreter services in their patient chart.
- Make sure to let your patients know that Liberty's member service representatives are available to help coordinate appointment scheduling through interpreter services.
- Liberty's language assistance services are delivered by a contracted interpretation vendor.

Remember to validate your office information every quarter

Liberty's online directory validation tool allows for easy verification of the office information we have on file for your organization.

Go to <https://www.libertydentalplan.com/provider/div> or scan the QR code to validate all of your offices online directory information.



You may validate your directory information through the same link above using your standard office access code every quarter. We recommend setting a calendar reminder in your system to remember to validate your office information every **90 days**.

Please note the law requires we receive an affirmative response from your office. Failure to verify the accuracy of your information requires Liberty to remove you from our provider directory and may result in a delay of payment or reimbursement of claims based on your state's requirements.

If you need assistance, call us at **888-352-7924** Monday through Friday, 8 a.m. to 5 p.m. Pacific time. We will gladly assist with the quarterly validation of your office's directory information.

Take care of business with our Provider Portal

You can use your Liberty Provider Portal to quickly:

- Submit claims and service encounters electronically.
- Perform real-time eligibility inquiries.
- Obtain detailed member benefits.
- Check the status of a claim.
- Access Liberty's Provider Reference Guide (administration manual).
- Update office profile and staffing information online.

Visit <https://providerportal.libertydentalplan.com> to log in or set up your account and start taking advantage of these features today!

