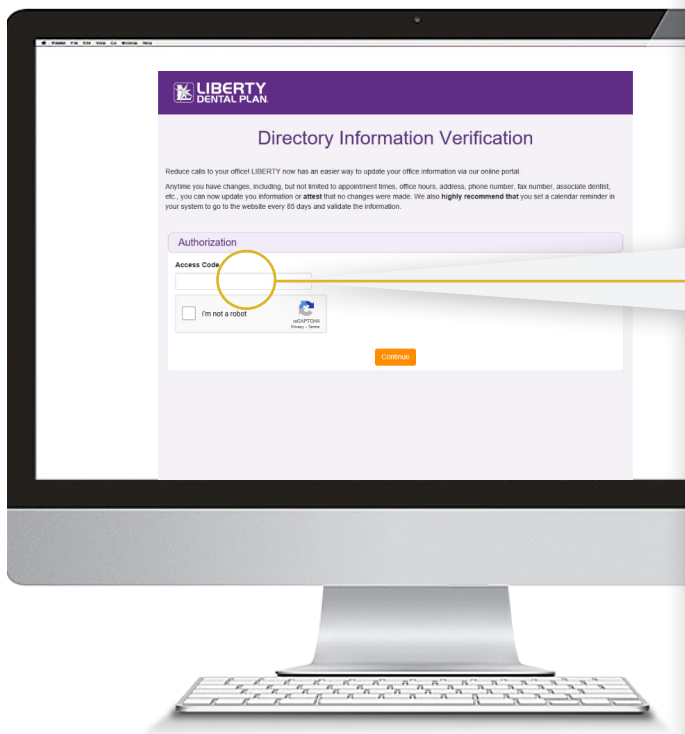


new

Our Provider Directory Information Verification (DIV) Website is Here!

LIBERTY is proud to announce our brand-new self-service online tool that makes it easier to update your provider office information through our **Provider DIV** website at: www.libertydentalplan.com/ProviderDIV.

We are committed to accurate provider directory information available to members. Is your information current? Do you have any office updates? Do you want to stop time consuming calls to validate your Provider Directory Information (DIV)? Our **Provider DIV** website is a better way to maintain your provider directory information.



FAQs

What can I update?

Anytime you have changes, including, but not limited to appointment times, office hours, addresses, phone numbers, fax numbers, associate dentists, etc. You can update or **attest** that no changes were made this quarter. We also **highly recommend** that you set a calendar reminder in your system to go to the website every eight-five (85) days and validate the information.

Why do I need to update my provider information?

- Prevent and minimize costly claims payment delays
- Stop time consuming calls to validate your directory information
- Fix what's wrong with the click of a button
- Prevent filling out paper forms, faxing, or emailing
- Provide the most up-to-date information to existing and new members so they can make educational decisions about their provider office choices

How often can I update or attest?

Any time, but no later than every ninety (90) days

How long does it take to complete an update or attest?

Less than five (5) minutes

How do I get started?

- No registration is required
- You will need to have your office **Access Code** to use the online feature. **This number can be found in your LIBERTY Welcome Letter.**
- If you are unable to locate your Access Code, please call **888.352.7924** for assistance.

Are the updates made in real-time?

Please allow up to five (5) business days for updates to be reflected on the website. Some changes may require additional time to research and process.

Who do I contact for further information on Provider DIV online?

Please contact your assigned Provider Relations Network Manager.