

Member Frequently Asked Questions

Anthem Blue Cross and Blue Shield (Anthem) Ohio Medicaid

DentaQuest to LIBERTY Dental Plan (LIBERTY) Change Effective 1/1/2025

Q: What is changing and when?

A: Anthem Ohio Medicaid has decided to change to a new dental vendor, LIBERTY Dental Plan, starting January 1, 2025. All new dental appointments on or after January 1, 2025 will need to be set with a LIBERTY in-network provider.

Q: What if I need a dental appointment before the end of the year?

A: DentaQuest will continue to cover benefits until 12/31/2024, so you should find a dental provider in the DentaQuest network by going to the Anthem member landing page, choosing the Find Care link, and clicking on the Find a Dentist link.

Q: What if I am in the middle of a treatment plan with DentaQuest that doesn't complete until after LIBERTY takes over on 1/1/25?

A: If you are under an existing dental plan, DentaQuest will continue to manage the treatment plan, even beyond the 12/31/2024 cut-off date for a period of up to one year (through 12/31/2025), and even if the provider is not yet in LIBERTY's network.

Q: How do I make sure that my dentist is in-network with LIBERTY, and if not, how can I find an in-network dental provider?

A: Members can look up in-network LIBERTY providers to see if their DentaQuest dental provider is in-network with LIBERTY, or find a new LIBERTY provider by visiting LIBERTY's online directory for Anthem Ohio Medicaid at client.libertydentalplan.com/anthemoh. However, if a member is having trouble finding an in-network provider, Anthem Member Services is here to help. Members may contact Anthem at **844-912-0938 (TTY 711)**, Monday through Friday from 7 a.m. to 8 p.m. Eastern time for help.

Q: Does my coverage change?

A: No. All dental covered services and value-added benefits stay the same for our members.

Anthem Medicaid members have the following value-added benefit in addition to what is covered through traditional Medicaid coverage, which resets on the first of every calendar year (January 1):

- No copays for dental services
- For members 21 and older - One additional dental cleaning per calendar year

Q: What if DentaQuest authorized a service for my dental provider, but the service is not set until after 1/1/25 when LIBERTY is managing the benefit (Transition of Care)?

Any prior authorizations issued by DentaQuest prior to the LIBERTY contract start date (1/1/25) that are for dates of service on or after January 1, 2025 will be honored by LIBERTY. NOTE: No DentaQuest authorizations for services will be issued for dates of service after March 31, 2025. All new authorization requests on or after January 1, 2025 must be requested through LIBERTY.

Q: Do I need to cancel an appointment that I made in 2024 with my dental provider if the appointment is on or after 1/1/2025?

A: For routine care such as a cleaning or an X-ray, members should make sure that their current DentaQuest dental vendor is also in-network with LIBERTY by visiting the LIBERTY online directory at client.libertydentalplan.com/anthemoh. If your DentaQuest dental provider is not in-network with LIBERTY, use the online directory to find a new dental provider in your area and set an appointment.

If you are not able to find LIBERTY dental providers in your area, or the LIBERTY dental providers in your area are not accepting new patients, please contact Anthem Member Services for help. Anthem will work with LIBERTY to find a new provider in your area or will work with the out-of-network provider to accommodate any existing appointment set through March 31, 2025. You may call Anthem Member Services at **844-912-0938 (TTY 711)** who can help or transfer you to LIBERTY for additional help if needed.

Q: What should I do if I need emergency dental care?

A: In the event of a dental emergency, call your in-network DentaQuest provider on or before 12/31/24 or your in-network LIBERTY provider on or after 1/1/25 to get further instructions for emergency care. If you don't have a primary dental provider, please contact Anthem Member Services at **844-912-0938 (TTY 711)** to find a dentist in your area who takes part in the plan. If you are having a serious condition that needs immediate attention (such as swelling/infection restricting breathing or swallowing, debilitating pain, or trauma), go to your closest urgent care center or emergency room to be seen.

Q: What if I have further questions?

For more information, you may do one of the following:

- Call Anthem Member Services at the number located on your member ID card at **844-912-0938 (TTY 711)**, Monday through Friday from 7 a.m. to 8 p.m. Eastern time.
- Visit our member website at anthem.com/oh/medicaid for more information about your benefits.

- Download and log in to our **SydneySM Health** app on your mobile device using your Anthem Ohio Medicaid member information.

Q: Am I still eligible for my healthy lifestyle and preventative care reward of \$25?

A: Yes. You can join Healthy Rewards by logging in to the Benefit Reward Hub on the member portal at anthem.com/oh/medicaid. Complete an annual dental visit and receive a \$25 reward for members ages two and older.

Q: What should I do if I receive a bill from my DentaQuest dental provider after 1/1/25 once the LIBERTY change has completed?

A: Members should not receive a bill from any provider (including DentaQuest and LIBERTY dental providers) unless a non-covered service was performed that the member agreed to pay for in advance and in writing. If a member receives a bill for covered services, this is called “balance billing” and is not permitted in the Ohio Medicaid program. Please contact Anthem Member Services should this occur for help at **844-912-0938 (TTY 711)**, Monday through Friday from 7 a.m. to 8 p.m. Eastern time.