



Dental Wellness Plan Kids

As announced in [Informational Letter \(IL\) 2189-FFS-D](#), Iowa Medicaid Enterprise (IME) is transitioning the administration of children's Medicaid dental benefits to Delta Dental of Iowa and Managed Care of North America beginning **July 1, 2021**. IME will begin to notify members in early June with managed care assignments.

The DWP Kids benefit will not change with this transition. Providers will need to be enrolled with one or both dental plans in order to receive reimbursement. Delta Dental sent provider recruitment letters to providers in December. If you have questions or want to become a provider in the Delta Dental DWP Kids network please contact Provider Relations at ProvRelations@deltadentalia.com.

Providers that are part of DWP and DWP Kids can limit the number of members they accept into their practice. While providers are held to a non-discrimination obligation, it does not require a provider to accept every Medicaid patient seeking services. Providers have the ability to make decisions to sustain

their businesses. There is no state or federal law that requires a practice to take every patient that seeks their services.

Stay up-to-date with DWP Kids information on [our website](#).



Hawki

There are no changes to the Hawki benefit. Delta Dental will continue to be the only dental plan for Hawki.



Promoting healthy smiles with evidence-based care

We want to help you keep your patients healthy. That's why we're including proactive recommended dental treatments for your patients. This new feature in the Dentist Connection and faxbacks identifies services patients may need using evidence-based practices.

These services include:

- Sealants for children

- Fluoride treatments for at risk adults and children
- Annual dental exam
- Periodontal maintenance

This information is also available to our members – your patients, on the Member Connection. Your patients may ask you about these procedures as well.

Visit deltadentalia.com/dentists to learn more and for a [full list of FAQs](#).



Clinical Practice Guidelines

Delta Dental of Iowa is promoting *Clinical Practice Guidelines for Government Programs*. These four nationally recognized guidelines have been reviewed by Delta Dental's Dental Advisory Group after being developed by the American Academy of Pediatric Dentists and the American Dental Association.

These guidelines serve as a resource for dental professionals to guide clinical decisions through the incorporation of evidence-based practices and help optimize the member's care.

1. [Guidelines for Oral Cancer from the American Dental Academy](#).
2. [Guidelines for Periodontal Therapy from the American Academy of Pediatric Dentistry](#).
3. [Guidelines for the use of Fluoride from the American Academy of Pediatric Dentistry](#).

4. [Guidelines for the use of Sealants from the American Academy of Pediatric Dentistry.](#)

These guidelines will be included in the provider *Office Manual* posted on the Dentist Connection portal for additional access.



Teledentistry Reminder

Teledentistry offers value to our members and is growing in popularity. This treatment is reimbursable - whether that treatment is focused on an emergency or is a consult for services such as oral surgery.

As a reminder, it's important to document the encounter including date/time/reason for encounter and associated clinical notes in the patient's record. When telecommunication technology is used to triage a patient and provide guidance on dental care it can be billed as D0140 (limited oral evaluation-problem focused) to Delta Dental.

Delta Dental members do not get additional examinations for this type of encounter, the teledental visit counts against their exam frequencies.

The claim should include the appropriate teledentistry code:

- D9995 for synchronous teledentistry
- D9996 for asynchronous teledentistry

Please note that these two codes are administrative in nature and are used to document how the services were delivered.

Delta Dental does not pay the teledentistry codes and are “Not Billable to the Patient” for all network dentists.



Sharing Smiles - COVID-19 Relief Response

Together, Delta Dental of Iowa and Delta Dental of Iowa Foundation committed more than **\$20 million to community relief and recovery efforts** around COVID-19.

- Committed up to **\$10.5 million in advance payments** to support dental providers.
- Dentist reopening support payment of \$10 for each Delta Dental of Iowa member claim over four months totaling **\$4 million** to assist with reopening costs for dentists.
- More than 2,300 members donated **\$140,000 with Delta Dental match to the Iowa Food Bank Association.**
- An estimated \$1.5 million in COVID-19 relief to Iowa **non-profits and community health centers**

focused on food insecurity, shelter and providing health and wellness services.

- Delta Dental provided **\$4.3 million in combined premium relief credits** efforts for employers and members.

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