



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1696

DATE: July 12, 2016

TO: Iowa Medicaid Dental Providers

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Dental Wellness Plan Announcements

EFFECTIVE: Immediately

The Dental Wellness Plan provides dental coverage for members enrolled in the Iowa Health and Wellness Plan. Delta Dental of Iowa has been the sole dental carrier since the program was established on May 1, 2014. The IME is pleased to announce that MCNA Dental will be joining the Dental Wellness Plan. Dental members now have two dental carrier options to choose from, Delta Dental or MCNA Dental. Both dental carriers are required to offer the same benefits and will have their own network of dentists and dental providers.

Current Members

- Members who are currently assigned to Delta Dental will remain with Delta Dental.
- These members will be notified by mail of their opportunity to change their dental carrier.
- For members to change their dental carrier they must actively make a choice by calling the IME Member Services Unit at 1-800-338-8366.
- Members have 90 days from their choice period end-date to change their dental carrier for any reason.
- Choice cut-off dates occur mid-month for coverage beginning the first of the following month.

New Members

- Members will be given an initial tentative assignment and are evenly distributed among the dental carriers.
- Members will have an initial choice period to select a different dental carrier than the one they are assigned to. Their choice period end-date is listed on their enrollment letter.
- Members have 90 days from their choice period end-date to change their dental carrier for any reason.
- Choice cut-off dates occur mid-month for coverage beginning the first of the following month.
- Members will receive dental coverage through the Medicaid Fee-for-Service (FFS) until their dental carrier coverage begins.

Note: If the member does not wish to make a change, no action is needed. If the member wishes to change their dental carrier assignment, they have been instructed to follow the [steps](#)¹ in their enrollment packet to make their selection.

Choice counseling is available to all members. Members may access in-person assistance by calling the IME Member Services Unit. Members may change their dental carrier annually and may also change their dental carrier at any time for reasons of “Good Cause,” such as their dentist not being in their dental carrier’s network.

Members will receive their member ID card from their dental carrier and will present this card when they receive dental services.

The IME has developed branding for the Dental Wellness Plan to clearly identify the plan as a state product with coverage through multiple dental carriers. This includes a logo which will be used on all communications for the Dental Wellness Plan. The dental carriers administering the Dental Wellness Plan will also include this branding on member- and provider-facing materials.

To provide additional information the IME created a Dental Wellness Plan [webpage](#)². This webpage contains an overview of the Dental Wellness Plan, information on the services that are available and provider search portals.

Thank you for your continued participation in the Dental Wellness Plan networks.

If you have questions, please contact Iowa Medicaid Provider Services at 1-800-338-7909 Monday through Friday, from 7:30 a.m. to 4:30 p.m. or by email at imeproviderservices@dhs.state.ia.us.

¹ <https://dhs.iowa.gov/sites/default/files/470-5406.pdf>

² <https://dhs.iowa.gov/dental-wellness-plan>