

SFY25 Value-Added Services

Delta Dental of Iowa



MISSION

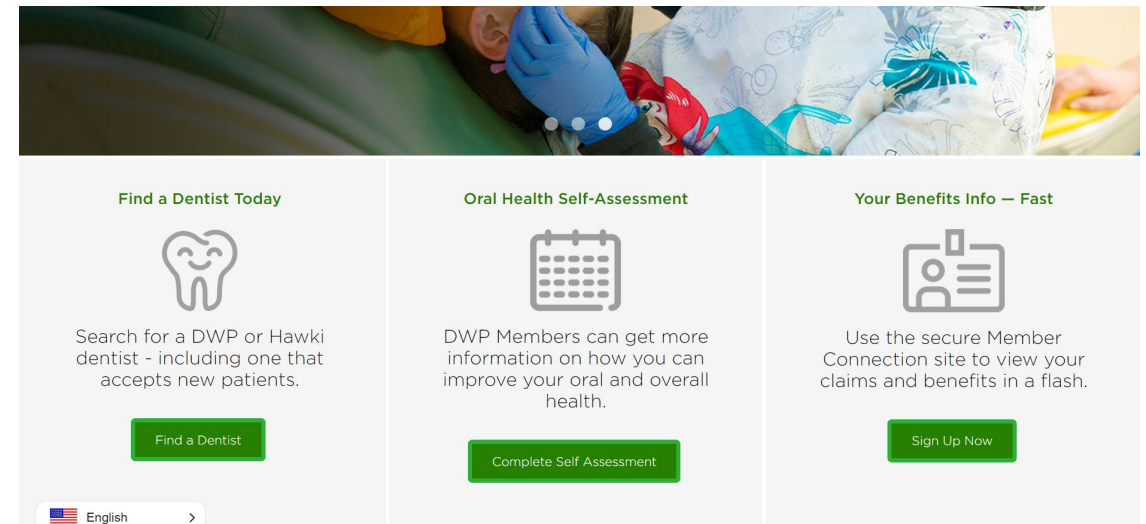
We are dedicated to
improving the health
and smiles of the
people we serve

Delta Dental's Care Coordination Program

- Care coordinators to help you:
 - Find a dentist or specialist
 - Understand your treatment plan
 - Refer you to other resources
- We collaborate with the three MCOs: Iowa Total Care, Molina, and Wellpoint.
- We work with our in-network dentists to make sure members get the care they need.
 - Teaching Institutions: U of I, Creighton Dental School, and UNMC
 - FQHCs
 - Broadlawns
 - Dental Connections

PreViser Oral Health Survey


- Used as a tool for care coordination.
- Look at results to understand our members and what changes we can make to our program to help them.
- Trying to get more members to complete their survey.
- You can complete your survey now on our website: dwpiowa.com



Oral Health Survey Follow-Up

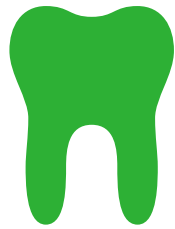
- Members have the option to receive resources on additional items they need help with.

Support Service

 Would you like additional support services? Check all that apply.

Please enter your response

- | | | |
|---|--|---|
| <input type="checkbox"/> Make an appointment with a dentist | <input type="checkbox"/> Get more information about my dental health | <input type="checkbox"/> Contact me about other questions I have |
| <input type="checkbox"/> Find Food or Meal Services | <input type="checkbox"/> Find Shelter | <input type="checkbox"/> Find Child Care |
| <input type="checkbox"/> Access Transportation | <input type="checkbox"/> Find Home Health Care | <input type="checkbox"/> No, thank you! (all other options will be unavailable) |



Oral Health Survey Follow-Up

- Delta Dental care coordinators reach out weekly to members who:
 - Are experiencing dental pain
 - Need help making an appointment
 - Request to be contacted
- Care coordinators can help members:
 - Establish a dental home and make an appointment
 - Identify same day appointments for emergencies
 - Make a virtual dental appointment with [teledentistry.com](https://www.teledentistry.com)
 - Provide education about member's benefits and DWP

Teledentistry.com

- Teledentistry.com connects members with an Iowa licensed dentist for a virtual appointment.
- The dentists can help with pain and infection management, and identifying potential services needed.
- Available 24/7 for all of Delta Dental's DWP, DWP Kids, and Hawki members.
- No cost to the member – included as a benefit.

Learn More Here: deltadentalia.com/dwp/virtual

Amazon Gift Card for DWP Members

- Beginning January 1, DWP adult members can earn a \$10 Amazon gift card.
- Members have to do two things between January 1 and June 30, 2025:
 1. Complete the PreViser Oral Health Survey
 2. Get a dental cleaning with an in-network DWP dentist
- The Amazon gift card code will be sent to the email you give Delta Dental on your Oral Health Assessment.
- Delta Dental's Member Services can help you do your survey, find a dentist, and answer questions about getting your gift card.

Contact Delta Dental's Member Services

DWP and DWP Kids

Phone: 888-472-2793

TTY: 888-287-7312

Email: dwpmembers@deltadentalia.com

Website: dwpiowa.com

Hawki

Phone: 800-544-0718

TTY: 888-287-7312

Email: hawki@deltadentalia.com

Website: dwpiowa.com/hawki