



Meet Delta Dental

Iowans Supporting Iowans

Iowa Medicaid Town Hall – May 2026

MISSION

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

 **DELTA DENTAL**



Focusing on Healthy lowans for 55 Years

- Over 55 years of experience in Iowa
- Over 20 years of experience in Government Programs
- lowans serving lowans
- Established stakeholder relationships
- Strong understanding of program requirements
- Demonstrated ability to managed a diverse Iowa Medicaid population



Gretchen Hageman
VP of Government Programs
12 Years



Nicole Miller
Director of Government Programs
11 Years

Services for Members Switch Dental Plans

- **Prior Authorizations:** Dental carriers will honor approved prior authorizations from another carrier from July 1 through September 30, 2026.
- **Continuity of Care:** Between July 1 and September 30, 2026, both dental plans will be required to pay for claims regardless of your network participation status.
 - You will need to bill the carrier the member is active with on the date of service.
 - After September 30, 2026, members may be responsible for paying for services if you are not in their dental carrier network.
- Additional guidance will continue to be communicated to providers

Your Iowa Team

Meet the Provider Relations Team



Dr. Jeffery Chaffin
Chief Dental Officer



Cory Bauer
VP Business Development &
Provider Engagement



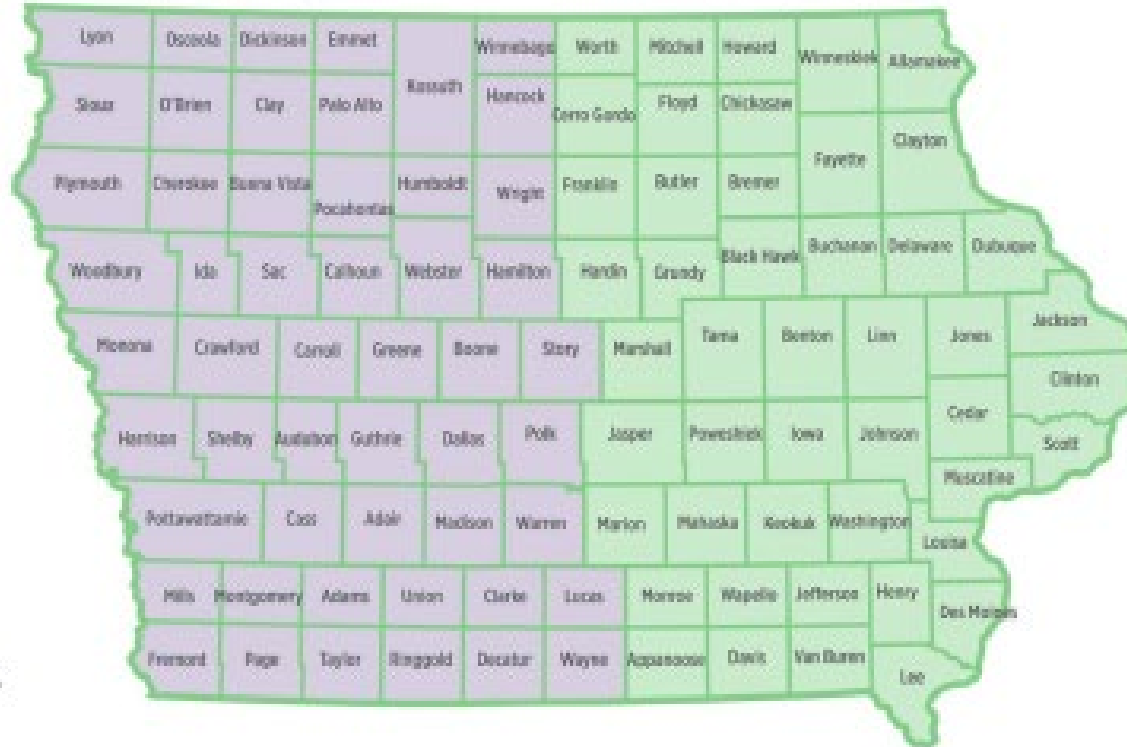
Kate Lyle
Professional Relations
Manager

Provider Relations Contacts

REGION 1



Ashley Bruhn
Professional Relations
Representative









REGION 2



Amy Quigley
Professional Relations
Representative

Here to Support Your Practice

-  On-site office visits
-  Local representatives who understand Iowa
-  One-on-one support to answer questions and solve challenges
-  Office trainings: claims, provider portal, and administrative processes
-  Easy-to-use provider portal and *website*
-  *Ongoing partnerships*

Contact us today to set up an office visit!

Email: provrelations@deltadentalia.com

Or email your representative, Amy or Ashley

Credentialing Process and Help

- Certified by the National Committee for Quality Assurance (NCQA) in credentialing
- Focus on a positive provider experience with the least amount of administrative burden for your office
- Current Delta Dental turnaround time for initial applications is 5 days
- Work collaboratively with the Iowa Medicaid's enrollment team to support providers through the IM enrollment process



Contact: provrelations@deltadentalia.com

We are Here to Help!

Delta Dental Provider and Member Services are here to help you and your patients Monday through Friday from 7:30am to 6:00pm (CST)

Providers

Phone: 888-472-1205

Email: provrelations@deltadentalia.com

Website: deltadentalia.com/choice

Members

Hawki Phone: 800-544-0718

DWP and DWP Kids Phone: 888-472-2793

Website: smileia.com

Questions?