

Meet Delta Dental of Iowa

Iowans Supporting Iowans



MISSION

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

 **DELTA DENTAL**



Your Iowa Team

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
- Long-term relationships with partners across the state
- Strong understanding of program requirements
- Experience working directly with members from different backgrounds

Your Iowa Team



Gretchen Hageman
VP of Government Programs
12 Years



Nicole Miller
Director of Government Programs
11 Years



Taryn Jonet
Manager, Care Coordination & QI
4 Years



Claire Burger
Outreach and CC Specialist
1 Year

Care Coordination

No Wrong Door Approach



PreViser Oral Health Survey

- Asks questions about you, your overall and oral health, and what resources we can help with.
- Launching a survey for DWP Kids and Hawki for July 1
- 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.
- Complete your survey now on our website! DWPiowa.com/Welcome



Welcome to Delta Dental!

We're happy you're here! To make your dental benefits easy to understand and help you get the care you need, here are some tips to get you started with your Dental Wellness Plan (DWP), DWP Kids, or Hawki plan.

1. Check the mail for your new member packet

You will get a packet in the mail with your ID card and other important information about your benefits. You should take your Delta Dental ID card with you to all your dental appointments.

If you did not get your card in the mail, please call us:

DWP and DWP Kids: 888-472-2793
Hawki: 800-544-0718

2. Take your PreViser Oral Health Survey

All new members should fill out their PreViser Oral Health Survey. This is a short survey that helps us get you the resources and customized care you need. This is different than the self-assessment you take with your Managed Care Organization.

[Take the survey for DWP Members](#)

Take the survey for your child with DWP Kids or Hawki—survey coming soon!

DWP

▶ [Dental Wellness Plan](#)

▶ [DWP Kids](#)

▶ [Hawki](#)

▶ [FAQs](#)

▶ [Contact](#)

▶ [Kids Corner](#)

We're Here To Help

DWP Members

Phone: 888-472-2793

dwpmembers@deltadentalia.com

Monday-Friday 7:30 a.m. to 6:00 p.m. (CT)

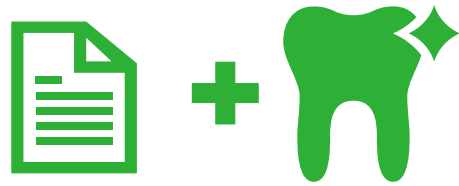
Hawki Members

Phone: 800-544-0718

hawki@deltadentalia.com

Monday-Friday 7:30 a.m. to 6:00 p.m. (CT)

\$10 Amazon Gift Card for Members



Complete Oral Health
Survey & Preventive Visit



Have an Active Member
Connection Account with
Delta Dental



Get \$10
Amazon Card

Moving to a New Dental Plan

- **Prior Authorizations:** Dental plans will honor approved prior authorizations from another plan from July 1 through September 30, 2026.
- **Continuity of Care:** Between July 1 and September 30, 2026, both dental plans will have to pay for claims even if the dentist is not in network with them.
 - The dentist will need to be enrolled with Iowa Medicaid.
 - The dentist will need to bill the carrier you are active with on the date of service.
 - After September 30, 2026, you may be responsible for paying for services if your dentist is not in network with your dental plan.

Moving to a New Dental Plan: Example

Example One:

- MCNA was your dental plan and they approved a prior authorization for a crown
- You become a DDIA Member on July 1, 2026
- Your appointment to get your crown is on July 5, 2026
- Delta Dental will honor the approved PA. Your benefits will cover your crown

Moving to a New Dental Plan: Example

Example Two:

- MCNA was your dental plan and you become a DDIA Member July 1, 2026
- Your dentist was in network with MCNA but **is not in network** with DDIA
- You have a cleaning scheduled for August 1, 2026
 - Your dentist can send the claim to DDIA and DDIA will pay your dentist under continuity of care
- You have another cleaning with your same dentist scheduled for March 1, 2027
 - Continuity of care no longer applies. You may be responsible for paying for your cleaning

Connect with Delta
Dental

Come Smile with Delta Dental!

- Go to events around the state with oral health education and help with finding a dentist.
- Give out toothbrushes, toothpaste, and dental floss.
- We are excited to see you at event this Summer!



We are Here to Help!

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

DWP and DWP Kids

Phone: 888-472-2793

Email: DWPMembers@deltadentalia.com

Website: dwpiowa.com

Hawki

Phone: 800-544-0718

Email: Hawki@deltadentalia.com

Website: dwpiowa.com/hawki

Having a dental emergency? Visit deltadentalia.com/dwp/virtual