

# DentaQuest at a Glance

Improving the  
Oral Health of All

**June 4, 2026**

**DentaQuest**<sup>®</sup>  
a Sun Life company



# Agenda

**01** About DentaQuest

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**02** Supporting Iowa Members

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**03** Your Extra Benefits

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**04** Continuity of Care

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**05** Choosing the Right Dental Plan

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**06** Questions

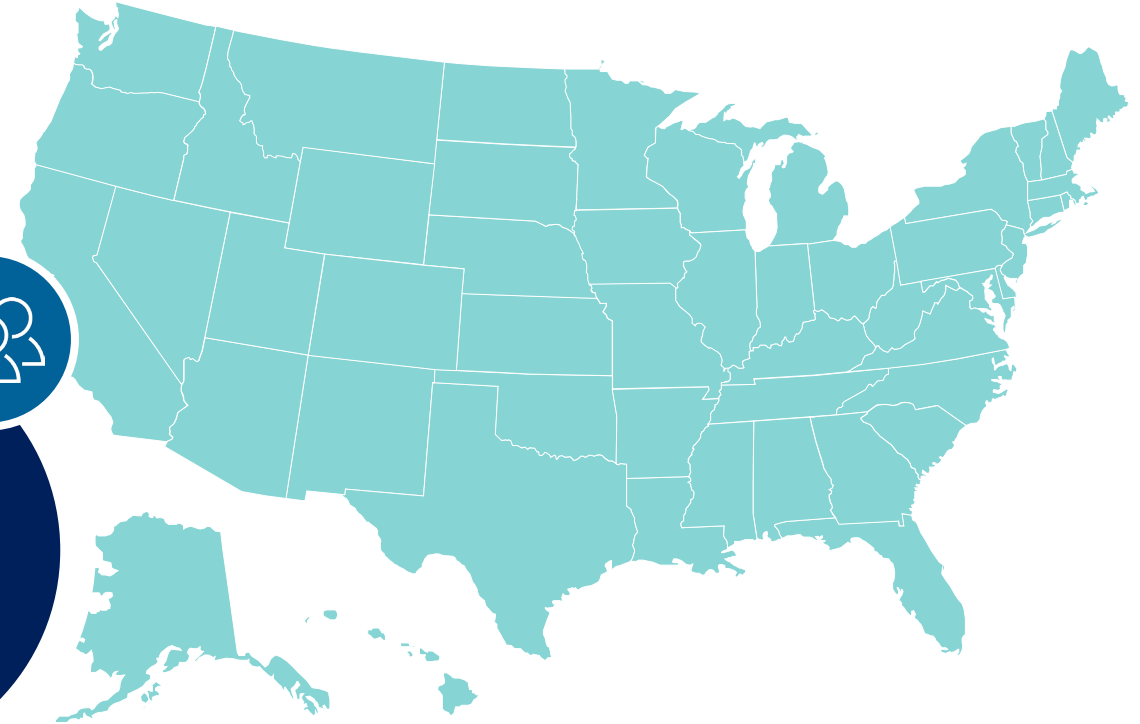




# Helping Millions Get the Dental Care They Need

## Supporting healthy smiles across the country

For more than 30 years, DentaQuest has helped people access quality dental care through Medicaid, Medicare, and commercial dental plans. We work with health plans, providers, employers, and community partners to help people access quality dental care and achieve better oral health.



~23M

### Medicaid Members

Supporting access to dental care for children, families, older adults, and people with disabilities.

~2M

### Medicare Members

Helping eligible members access preventive and restorative dental care.

~5M

### Commercial Members

Delivering dental benefits and support through employer-sponsored plans.

~30M  
Members served nationwide



Our Mission

**TO IMPROVE THE ORAL HEALTH OF ALL**

# Supporting Iowa Members

DentaQuest has dedicated Iowa teams that support members and communities across the state. From helping members understand their benefits and find a dentist to participating in local events and health fairs, we work to connect people to care and promote healthy smiles in Iowa.



## Member Services

Answers questions and helps you use your benefits.



## Community Outreach

Connects you to local programs and resources.



## Member Communication

Shares plan updates, reminders, and helpful tips.



## Case Management

Helps coordinate care and support to health needs



# Your Extra Benefits

Get rewarded for taking care of your smile.

✓ **\$20 Amazon Gift Card**

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✓ **Children's Backpack Program**

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✓ **Extra Dental Cleanings for Qualifying Members**

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**2026 Value-Added Benefits for Dental Wellness Plan and Hawki members.**

## Healthy Habits. Extra Rewards.

DentaQuest offers rewards and added benefits that make it even more rewarding to take care of your oral health.



# Continuity of Care

## What to Expect During the Transition

DentaQuest is here to help make your transition simple and seamless.

### Now through September 30, 2026



Approved care from your previous dental plan will continue to be covered through September 30, 2026.

### July 1 through September 30, 2026



From July 1 through September 30, 2026, covered services will be paid even if your dentist is not in your plan's network.

### After September 30, 2026



After September 30, 2026, you may need to see an in-network dentist to avoid additional costs. DentaQuest can help you find one.

✓ **Your dentist should bill the dental plan you have on the date of service.**

✓ **We will continue sharing updates with dentists throughout the transition.**



# Choosing the Right Dental Plan

**Compare your options to make an informed choice.**

Iowa Medicaid members can review their dental plan options each year during the **Annual Choice Period**. When comparing plans, consider the benefits, support and services available to help you get the most from your coverage.

**Members can make changes using one of the following options:**

**Online:** Complete the Health and Dental Change Form and submit it to Iowa Medicaid Member Services. This form must be downloaded before it can be completed and submitted.

**Email:** Send your completed form or any questions to: [IMEMember@hhs.iowa.gov](mailto:IMEMember@hhs.iowa.gov)

**Phone:** Call Iowa Medicaid Member Services at:

Toll-free: (800)338-8366

Des Moines area: (515)256-4606

**Mail:** Return the completed Health and Dental Change Form to:

Iowa Medicaid Member Services

PO Box 36510 Des Moines, IA 50315

**Need help reviewing your options?**

Iowa Medicaid Member Services can answer questions about available dental plans.

# Questions?

## Call Member Services.

Whether you're new to the plan or need help understanding your coverage, Member Services can help you get the answers you need.



**(866) 629-6074**

Hours of Operation: 7:30a–6:00p CT, Monday - Friday



# Stay Connected

## DentaQuest.com

Visit DentaQuest.com to learn more about your benefits, find a dentist, and access member resources anytime.

