

# Welcome to the Dental Wellness Plan / DWP Kids

<Case Number>  
<First Name Last Name>

You will find information in this packet about the dental carriers for the Dental Wellness Plan (DWP) and DWP Kids programs. The dental carriers are the same for both adults and kids. They are:

• **Delta Dental**

• **MCNA Dental**

You can choose Delta Dental or MCNA Dental to provide your dental coverage. Both dental carriers offer the same benefits and have their own network of dentists and dental providers. You will find more information in this packet about each dental carrier.

**Please follow the steps below to choose a dental carrier that best fits you.**

**STEP 1: REVIEW**

This letter includes information about your choice in dental carriers. Review this information to make the best choice for you and/or your family member's dental care needs.

**STEP 2: CHOOSE**

For each person listed on the back of this letter, choose the dental carrier that best fits their needs. Everyone does not have to have the same dental carrier. You must make a choice by your **Choice Period End Date** which is <<Choice-Date>>.

**STEP 3: ENROLL (Four ways to enroll)**

- **Online:** Complete the Dental Carrier Change Form on the DHS website at [www.dhs.iowa.gov/dental-wellness-plan/choice](http://www.dhs.iowa.gov/dental-wellness-plan/choice).
- **Email:** Iowa Medicaid Member Services at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us).
- **Phone:** Call Iowa Medicaid Member Services at **1-800-338-8366** or **515-256-4606** in the Des Moines area.
- **Mail:** If you wish, you may return the Dental Carrier Change form to:  
**Member Services, PO Box 36510, Des Moines, IA 50315.**

*Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono 1-800-338-8366 de 8 a.m. a 5 p.m., de lunes a viernes.*

*For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.*

# What happens next?

### Dental carrier selection process:

- You have until the **Choice Period End Date** listed on this letter to change your dental carrier.
- Choice Counseling is available by calling Iowa Medicaid Member Services.
- If you need In-Person Assistance, call Iowa Medicaid Member Services.
- You have 90 days from the date your Dental Wellness Plan coverage begins to change your dental carrier for any reason.
- You may change your dental carrier choice annually. You will be notified of your annual enrollment period.
- You may change your dental carrier at any time for reasons of “Good Cause,” such as your dentist of record not being in your dental carrier’s network.

### You will receive a card from your dental carrier:

Present this card when you go to the dentist and receive dental services.

You may call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**, Monday through Friday, from 8 a.m. to 5 p.m. For more information visit [www.dhs.iowa.gov/dental-wellness-plan](http://www.dhs.iowa.gov/dental-wellness-plan).

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*\* Each member listed has been assigned to a dental carrier. This is noted below. **If you like the dental carrier you were assigned to, you do not need to do anything.** If you do not like your assignment, please follow the steps on the other side of this letter to make your own choice.*

Member Name	Dental Carrier	State ID Number
<Last Name, First Name>	<DC>	<SID>
<Last Name, First Name>	<DC>	<SID>
<Last Name, First Name>	<DC>	<SID>
<Last Name, First Name>	<DC>	<SID>
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