

News from Delta Dental of Iowa

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Updates from Delta Dental of Iowa

Hawki Annual Benefit Maximum

Effective May 31, 2025, the Hawki annual benefit maximum (ABM) will expire. All prior authorizations and dates of services claims on June 1, 2025, and thereafter will not have an annual benefit maximum applied. Members will no longer have an out-of-pocket responsibility when covered services exceed \$1,000 in one benefit period. We are educating our members about this change on our website and in their member materials. We encourage you to also educate your patients about these changes and how they impact their treatment plan.

You do not need to re-submit prior authorizations submitted and approved before May 31, 2025. The claim for services completed on date of services of June 1 or later will reflect the expiration of the ABM. You can choose to resubmit if you would like to see the ABM expiration reflected on the prior authorization.

Annual Choice for DWP and DWP Kids

The annual Open Choice Period for eligible DWP and DWP Kids members began this month. During this time, eligible DWP and DWP Kids members can switch their dental carrier for any reason. Any dental carrier changes made during this period will be **effective July 1, 2025, or later.**

All DWP and DWP Kids members eligible for the annual choice period will receive a mailing from Iowa Medicaid in April or May that includes the member's current dental carrier assignment and how to change dental carriers. If your patients have questions, they should contact Iowa Medicaid if they do not receive a mailing or need additional assistance with making their dental carrier choice.

Additional information on member open choice can be found at [here](#) or you can call our customer service center at 1-888-472-2793; email: dwpmembers@deltadentalia.com.

Save the Date: Fluoride Continuing Ed Webinar

You and your team are invited to join Elevate Oral Care and Delta Dental of Iowa on **Tuesday, May 20** for a virtual Preventive Dentistry CE focused on the history of fluoride and utilization in your practice. One credit hour of CERP approved CE will be awarded to all attendees. The CE certificate will be emailed immediately after the webinar. Watch your email and the [Delta Dental](#) website for more information on how to register!

This course will review the important role fluoride plays in dental health. We will review the history of fluoride in dental products, its chemical mechanisms of action, and the various types and methods of topical fluoride delivery.

ADA Resources

The American Dental Association (ADA) has released some helpful resources and guides to help reduce the administrative burden for Medicaid providers. The guides are free and can be found here:

- [Strategies to Reduce Denials and Improve Efficiencies](#)
- [Strategies to Reduce Missed Appointments](#)

Contact Delta Dental's Professional Relations team at provrelations@deltadentalia.com with any questions.

Dental Fraud

More than \$1.8 billion was recovered because of civil settlements and judgments under the federal [False Claims Act](#) in 2023. If you notice any dental services on your remittance advice that were billed to Delta Dental but not completed or if you believe there may have been wrong information submitted to Delta Dental, please call toll-free at 1-888-472-2793 or email provrelations@deltadentalia.com.

IDA IDEAS25

Attending the Iowa Dental Association's (IDA) IDEAS25 Conference in Des Moines? We'll be on hand at the conference on May 8-9. Stop by our booth (#26) in the exhibit hall to grab some Delta Dental goodies, enter our raffle, and meet the Delta Dental of Iowa team.

IADAPT - Focusing on Provider Well-Being

The IADAPT (Iowa Dental Advocacy for Professional and Person Thriving) program provides Iowa dentists with three free one-hour coaching / therapy sessions with a licensed provider, as well as mental health education. Whether you're looking for an executive coach to help you tackle workplace concerns or a professional counselor to help you cope with depression, anxiety, grief, trauma, substance use disorders, or suicidal thoughts, IADAPT is here to help! Participate in any one of the following ways:

- To schedule your first appointment, contact the IADAPT scheduling team at iadapt@flowstate.health or call or text 515-443-1850.
- Are you attending IDEAS25? Make sure to join IADAPT counselor Jane Daniels as she presents on Friday, May 9, 12:30-2 p.m. on “The Neurobiology of Stress – Stress Management Techniques.”
- [Register](#) to attend IADAPT’s second After Hours Workshop on Conflict Management. Tuesday, May 20, 6-7 p.m. Free for all Iowa dentists.

Meet the Team

We're excited to announce two new team members have joined the Delta Dental Professional Relations team. Lauren Johnson (L), Nizama Lulic (R) have joined the team as Professional Relations coordinators.



2025 FIND Recipients Named

Two Iowa dentists are the 2025 recipients of educational loan repayment awards from the Fulfilling Iowa’s Need for Dentists (FIND) project, a collaborative public-private partnership.

This program engages dentists to establish dental practices in designated Iowa priority counties and areas where access to dental care is limited. Recipients must devote a percentage of their practice to individuals who disproportionately face barriers to access care. Dr. David Lyle (Des Moines) and Dr. Lauren

Schau (Dubuque) were named as this year's recipients.

[Learn more.](#)

Community Impact Report

Delta Dental shares your commitment to improving the oral and overall health of your patients and your community. As a not-for-profit insurance company, the Delta Dental and our Foundation [provided \\$3.6 million to Iowa organizations](#) that support healthy Iowans and healthy communities in 2024. Learn more by watching this [video](#) or read the report [here](#). Some of these projects funded included:

- The Iowa Dental Foundation's IADAPT program, which focuses on mental health and well-being for Iowa dentists.
- The Iowa Dental Association's Iowa Mission of Mercy in Sioux City.
- The Delta Dental Give Smiles program, where dentists can request free toothbrushes to distribute in their local communities.
- Donating water bottle filling stations to Iowa schools and community parks, public spaces, and trails.



For your **smile**. For your **health**.

For your **community**.

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