



Updates from Delta Dental of Iowa

Medicare Advantage

Delta Dental of Iowa offers Medicare Advantage dental benefits through the Wellmark Advantage Health Plan (WMAHP). Below is a 2025 sample member ID card. Supplemental benefits for WMAHP members are not listed on the card but are still covered benefits. These members will not receive a Delta Dental ID card.

As a reminder, you can check eligibility for members on our secure [Dentist Connection](#) website or call our customer service center at 800-544-0718. Claims can also be submitted through Dental Connection or your clearinghouse. Additional information is posted on our [website](#).



Blue Medicare Advantage PPOSM

Enrollee Name	Plan
[FIRST M LASTNAME JR]	{XXXXX XXX}
Enrollee ID	[RxBIN: 004336]
[XXX] [888888888]	[RxPCN: MEDDADV]
Plan (80840) {XXXXXXXXXX}	[RxGrp: RX21BA]
Group Number	[RxID: {XXXXXXXXX}]
[12345]	Issued:
	[MM/YYYY]



Members: www.WellmarkAdvantageHealthPlan.com



Wellmark Advantage Health Plan, Inc.
is an independent licensee of the Blue Cross and Blue Shield Association.

Customer Service: [xxx-xxx-xxxx]
TTY/TDD: [xxx]

[Use of this card is subject to terms of applicable contracts, conditions and user agreements.] [Medicare limiting charges apply.]

Providers outside of Iowa, file claims with your local Blue plan.

Members or Iowa non-network providers may mail claims to:
Wellmark Blue Cross and Blue Shield
Station 1E238
PO Box 9291
Des Moines IA 50306-9291

* Providers, electronic claims are preferred.

Misuse may result in prosecution. If you suspect fraud: [xxx-xxx-xxxx]

[Provider services: [xxx-xxx-xxxx]]
[Medical authorizations: [xxx-xxx-xxxx]]
[Rx prior authorizations: [xxx-xxx-xxxx]]
[Pharmacy services: [xxx-xxx-xxxx]]

To locate a provider outside of the state: [xxx-xxx-xxxx]

Providers only:
[Pharmacy Benefit Manager
Pharmacists/Rx Claims: [xxx-xxx-xxxx]]

Special Health Care Needs Benefit

The Special Health Care Needs Benefit provides additional covered services for members with physical, developmental, mental, sensory, behavioral, cognitive, or emotional impairment. Due to these conditions, patients may not be able to perform regular self-maintenance activities such as daily brushing or sensitivity to noise preventing them from getting regular preventative check ups.

What's included in the benefit?

- Consultations that can be helpful prior to the first dental treatment
- Unlimited exams for any patient deemed to have special health care needs by their provider
- Up to four total cleanings per calendar year (procedure codes D1110, D1120, D4910, D4346 and D4355)
- Coverage for anesthesia/sedation and silver diamine fluoride

For further information, please view the informational [flyer](#). If you have any questions, please contact ProvRelations@deltadentalia.com

Value-Added Service: Amazon Gift Card for Adults

Starting January 1, 2025 DWP adult members can earn a \$10 Amazon gift card by getting a dental cleaning (D1110) with an in-network dentist and completing their [PreViser Oral Health Survey](#). Both the cleaning and survey must be completed between Jan. 1 - June 30, 2025. Members will receive their Amazon gift card by email after they have completed both items.

You can learn more about the value-added service and requirements on our website: [DWP Value-Added Service - Delta Dental of Iowa](#). We're here to help. Contact Member and Provider Services at 800-544-0718 or provrelations@deltadentalia.com

Hawki Annual Benefit Maximum

Effective May 31, 2025, the Hawki Annual Benefit Maximum will expire. All prior authorizations and dates of services claims on June 1, 2025 and thereafter will not have an annual benefit maximum applied.

Iowa Dental Advocacy for Professional & Personal Thriving (IADAPT)

The Delta Dental of Iowa Foundation awarded a \$150,000 grant to the Iowa Dental Foundation to support a provider mental health program—IADAPT. The program launched Jan. 1.

IADAPT provides all Iowa dentists access to three no-cost, one-hour individual coaching or therapy sessions per year, quarterly virtual workshops, and Iowa Delta Association (IDA) e-newsletter articles. All program components have been carefully curated to meet the unique needs of Iowa dentists; services will be delivered by Iowa-based licensed and credentialed mental health professionals.

Program materials will be distributed to Iowa dentists by the Iowa Dental Foundation and the IDA. All coaching and mental health care services will be

provided directly from Flowstate Health. Learn more about the [initiative](#).

Dental Record Keeping

Occasionally, Delta Dental of Iowa requests clinical records and performs audits to provide assurance claims are processed accurately and in accordance with plan benefits and guidelines. One finding that we can generalize is that many offices have incomplete clinical records. The following information is meant to help offices.

Keeping accurate, complete, and current information in your patient's dental records is vital and basic to the delivery of quality patient care. Your patient's dental record is the official source for what occurred in your dental office for your patient. A patient's dental record includes many components ranging from the medical and dental history of the patient to the referral and consultation of the patient.

Concise, detailed progress notes for each procedure completed should be included in the patient's clinical dental record. Always, include a diagnosis, description of the services provided, the materials that were used, anesthetic information, tooth numbers and surfaces, when applicable. When you are providing radiographs, the dental record should include the type, number, exposure and what they revealed. Your dental record should include all recommendations, advice and discussions regarding possible complications and outcomes.

Delta Dental requires the clinical record, including progress notes, to include documentation supporting the need for any billed service. Financial information, including patient ledger accounts, insurance benefit breakdowns, insurance claims and payment vouchers are not part of the clinical record but are maintained and generally kept separate.

Also, as a reminder, the following are the record keeping requirements put forth by the Iowa Dental Board, Iowa Code 650.27.11 (153,272C).

Dentists shall maintain patient records in a manner consistent with the protection of the welfare of the patient. Records shall be permanent, timely, accurate, legible, and easily understandable.

27.11(1) Dental records. "Dentists shall maintain dental records for each patient. The records shall contain all of the following:

a. Personal data.

- (6) Name, date of birth, address and, if a minor, name of parent or guardian.
- (6) Name and telephone number of person to contact in case of emergency.

b. Dental and medical history. Dental records shall include information from the patient or the patient's parent or guardian regarding the patient's dental and medical history. The information shall include sufficient data to support the recommended treatment plan.

c. Patient's reason for visit. When a patient presents with a chief complaint, dental records shall include the patient's stated oral health care reasons for visiting the dentist.

d. Clinical examination progress notes. Dental records shall include chronological dates and descriptions of the following:

- (6) Clinical examination findings, tests conducted, and a summary of all pertinent diagnoses;
- (6) Plan of intended treatment and treatment sequence;
- (6) Services rendered and any treatment complications;
- (6) All radiographs, study models, and periodontal charting, if applicable;

- (6) Name, quantity, and strength of all drugs dispensed, administered, or prescribed; and
- (6) Name of dentist, dental hygienist, or any other auxiliary, who performs any treatment or service or who may have contact with a patient regarding the patient's dental health."

Children's Dental Health Month

Since 2013, the [Delta Dental of Iowa Foundation](#) has distributed [4 million toothbrushes](#) across every corner of our state. These donations are part of broader education programs designed to improve oral health and encourage positive dental habits. In addition, the Foundation supports [Rethink Your Drink](#), to encourage drinking water over sugary beverages, and [PBS Kids' Healthy Smile Learning](#), an online resource created to support children's education about good oral health habits.



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

For your **community**.

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Visit us at <https://www.deltadentalia.com>

