

 DELTA DENTAL®



dwp
dental
wellness
plan
kids

Dental Wellness Plan Kids

- The administration of children's dental benefits is shifting from IME Medicaid to Managed Care – DWP Kids
 - Delta Dental of Iowa
 - Managed Care of North America (MCNA)
- Implementation date is July 1, 2021
- Children ages 0 through 18 years of age will transition to DWP Kids
 - About 300,000 children




DWP Kids Benefit

- Plan Design
 - **Benefit package will remain the same**
 - Medically necessary orthodontia
 - minimum score of 26 using the Salzman tool
 - No annual benefit maximum
 - No Healthy Behaviors
 - Services that need a PA are the same as DWP adults
 - https://dhs.iowa.gov/sites/default/files/Iowa_Medicaid_Dental_Wellness_Codes_Requiring_Prior_Authorization.pdf

DWP and DWP Kids Office Manual

<https://secure.deltadentalia.com/portal/dentist/resources/manuals>

 Fri. June 4, 2021

Resources: Manuals


- Dentist Connection Portal User Manual
Need help navigating the Dentist Connection? Not sure where something is? The L
- Delta Dental of Iowa Dentist Office Manual
- Dental Wellness Plan (DWP & DWP Kids) Dentist Office Manual



DWP and DWP Kids Covered Code Matrix

<https://secure.deltadentalia.com/portal/dentist/resources/dental-wellness-plan>

Resources: Dental Wellness Plan (DWP) Benefit Information

- Dental Wellness Plan Member Handbook
- Dental Wellness Plan Member Handbook (Spanish)
- Dental Wellness Plan Member Information Flyer
- Dental Wellness Plan Member Information Flyer (Spanish)
- Dental Wellness Plan Oral Health Self-Assessment Instructions for Members (Adult Members Only)
- Dental Wellness Plan Oral Health Self-Assessment Instructions for Members (Spanish)
- DWP Sample ID Card
- Non-Covered Services
- Covered Services 
- Dental Wellness Plan (DWP) Orthodontic Administrative Guide
- Clinical Practice Guidelines

DWP Kids Benefit Highlights

- Exam (D0145)
 - Oral Evaluation for patients under three years old
- Sealants (D1351)
 - placement on deciduous and permanent posterior teeth for all patients 18 year and younger
- Stainless Steel Crowns (D2930)
 - No prior authorization or documentation required for claims
- Anesthesia –Nitrous (D9230)
 - Can be covered when the age of the member necessitates the use of minimal sedation
- Risk Assessment- (D0601, D0602, D0603)
 - not covered

DWP Kids Benefit Highlights

- IME Approved Prior Authorizations (PA)
 - Delta Dental of Iowa will pay date of service claims for 90 days on an IME approved PA
 - IME providing dental carriers with approved PA file
 - Provider can send in existing approved IME PA with claim
- Member Continuity of Care
 - Pay for services for nonparticipating IME enrolled provider for 90 days
- Urgent/Emergent Care
 - PA can be waiver

DWP Kids Claim Filing

- Date of Service Claims prior to July 1, 2021
 - File through Iowa Medicaid
- Date of Service Claims on/after July 1, 2021
 - File through Delta Dental of Iowa
- Claims and Prior Authorizations not accepted until July 1, 2021 by Delta Dental of Iowa
- Electronic Claims requirement
- Payor ID
 - CDIAM



Member Notification

- Members will be notified the week of June 7 of their assignment to Delta Dental of Iowa or MCNA
- Families will be enrolled with same dental carrier
- Members can request a change to the dental carrier they were assigned to up until September 30
- Beginning October 1, members must meet “good cause” in order to switch to a different dental carrier
- Members will still have an annual choice period where they can change dental carrier

Good Cause

- A member's established provider is not enrolled in the network they have been assigned to
- A member needs related services to be performed at the same time and not all services are available within their assigned dental carrier
- A member's provider no longer participates with the member's dental carrier
- Poor quality of care or lack of access to services or providers

Member needs to complete grievance process to start disenrollment

Checking Member Eligibility

Iowa Medicaid Enterprise

- Eligibility Verification System (ELVS) is available 24/7
 - Portal: <https://ime-ediss5010.noridian.com/iowaxchange5010>
 - Telephone: **1-800-338-7752** (toll free) or **515-323-9639** (local Des Moines)

Delta Dental of Iowa

- Portal: <https://deltadental.com/dwp.com>
- Telephone: 1-888-472-2793

Both systems show current eligibility not future eligibility

Dentist Connection

- Home
- Patient Information
- Claims Activity
- Inquiries
- Payment
- Resources

Clinic: _____ Dentist: _____

Children's Medicaid Coming July 1! Delta Dental of Iowa will be one of two dental benefit administrators implementing the Dental Wellness Plan Kids benefit. [Learn more.](#)

We want your feedback!
We want to improve your experience with Delta Dental.
[Share your feedback!](#)



- Quick Links**
- Office Manuals
 - Dentist Portal User Manual
 - Claim Form
 - Fee Schedules
 - Value-Added Services Program

A Healthy Life

Focus on yourself every day, not just Mother's Day
04/19/2021
Flowers. Cards. Gifts. Breakfast in bed. A day of relaxation. If you're a mom, you may get special treatment on Mother's Day. Check out this blog to take care of your oral health this Mother's Day!
[Read More](#)

The Impact of 2020 on Our Eyes
03/10/2021
2020 has had an impact on our eyes and vision. Take control of your vision health by finding out ways you can combat eye strain through tips and tricks recommended by Dr. Overman, director of vision benefits for DeltaVision.
[Read More](#)

What Your Optometrist Can Do for You
02/25/2021

Customer Service

Hours: M-F, 7:30 a.m.-5:00 p.m.
Phone: 1.800.544.0718
Fax: 1.888.264.1440
E-mail: claims@deltadentalia.com

Hawki
Phone: 1.800.544.0718 option 3
Fax: 1.888.264.0195
E-mail: hawki@deltadentalia.com

Dental Wellness Plan (DWP) & DWP Kids
Phone: 1.888.472.1205
Fax: 1.888.264.0195
E-mail: provrelations@deltadentalia.com



Dentist Connection



Navigation menu: Patient Information, Claims Activity, Inquiries, Payment, Resources

Resources dropdown menu (circled in red):

- Forms
- Manuals
- Dental Wellness Plan Benefit Info
- Hawki Benefit Info
- Events & News
- Educational Materials
- Value-Added Services Program

Content area: "Welcome to the Dentist Connection" with a tooth graphic.

Customer Service: Hours: M-F, 7:30 a.m.-5:00 p.m.; Phone: 1.800.544.0718; Fax: 1.888.264.1440

Navigation menu: Home, Patient Information, Claims Activity, Inquiries

Resources: Manuals

- Dentist Connection Portal User Manual
Need help navigating the Dentist Connection? Not sure where something is?
- Delta Dental of Iowa Dentist Office Manual
- Dental Wellness Plan (DWP & DWP Kids) Dentist Office Manual



Dentist Connection Training

For training and user access to dentist connection contact:

provrelations@deltadentalia.com

1-888-472-2793

Prior Authorization and Claim Inquiry Process



New! Inquiry Tool

Giving you better and more secure information on your patients' benefits, eligibility and claims

Delta Dental of Iowa is introducing a new feature called **Inquiries** to the Dentist Connection. Starting on December 7, you will be able to use the Inquiry tool to securely communicate with Delta Dental on benefits, eligibility and claims tied to your specific Delta Dental patient. This is an alternative to contacting Delta Dental via phone or secure email.

Using the Inquiry Tool

1. Go to www.deltadentalia.com/dentists and log into your Dentist Connection Account.
2. Click on Inquires tab.
3. Select Open New Inquiry.
4. Select the type of Inquiry from the dropdown:
 - Benefits Question – select the program, enter the patient's information and then enter your comment or question.
 - Claim Inquiry – select the program, enter the claim number and then enter your comment or question.
 - Eligibility Inquiry – select the program, enter the patient's information and then enter your comment or question.
5. Once all of the information is entered, click on Submit Inquiry.
6. If you need to include supporting documentation to the Inquiry, you can click on the submitted inquiry and upload the documentation.
7. To check on the status of an inquiry or to see Delta Dental's response, you can click on the completed inquiry.

The screenshot shows the 'Inquiries' section of the Delta Dental website. At the top, there are navigation tabs: Home, Patient Information, Claims Activity, Inquires, Payments, and Resources. The 'Inquires' tab is selected. Below the navigation, there is a date 'Tue, Nov 23, 2016' and a user profile 'Dr. [Name]'. A red button labeled 'Open New Inquiry' is visible. The main content area is titled 'Inquiries' and 'Inquiries submitted by [Name]'. Below this is a table with columns: Inquiry Number, Inquiry Date, Type of Inquiry, Status, Patient, and Contact. The table contains several rows of data, with some cells highlighted in blue. A red circle with the number '7' is placed over the 'Type of Inquiry' column header.

The screenshot shows the 'Create New Inquiry' form. At the top, there are navigation tabs: Home, Patient Information, Claims Activity, Inquires, Payments, and Resources. The 'Inquires' tab is selected. Below the navigation, there is a date 'Tue, Nov 23, 2016' and a user profile 'Dr. [Name]'. A red button labeled 'Open New Inquiry' is visible. The main content area is titled 'Create New Inquiry' and 'Request'. Below this is a yellow box with the text 'NOTE: You can add supporting documentation after submitting the inquiry.' Below the note, there are several fields: 'Type of Inquiry' (a dropdown menu with 'Claim Inquiry' selected), 'Program' (radio buttons for 'Delta Wellness Plan', 'Health', and 'Other (group/individual)'), and 'Enter at least one claim number and sequence' (three input fields for 'Claim Number 1', 'Claim Number 2', and 'Claim Number 3'). There is also a 'Comment/Question' text area. At the bottom, there are 'Cancel' and 'Submit Inquiry' buttons. A red circle with the number '4' is placed over the 'Type of Inquiry' dropdown, and a red circle with the number '5' is placed over the 'Submit Inquiry' button.

Brand Awareness Campaign



More Dentists
To Choose From



+ VISIT DWPKIDS.COM +

Provider Directory

- Sort by DWP and DWP Kids providers
 - Accepting DWP and/or DWP Kids
 - Specialists

Results sorted by Distance

1 **DENTIST NAME**

Address
Phone number
Website

Accepts New DWP Adult Patients: No
Accepts New DWP Kids Patients: Yes

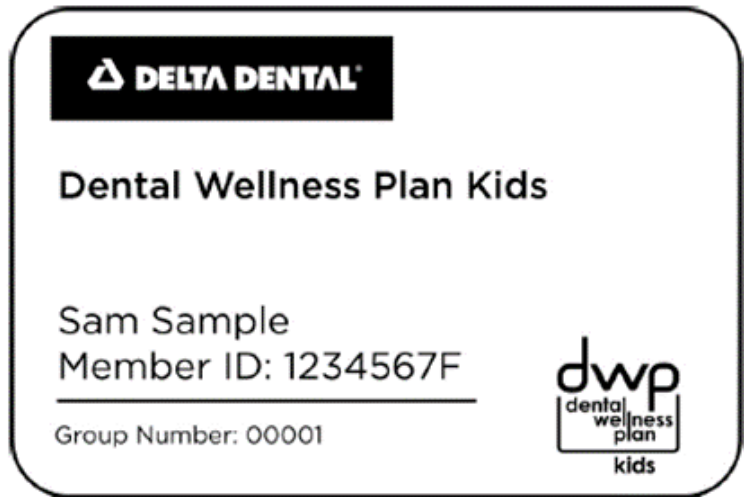
Plans Accepted: Dental Wellness Plan, Dental Wellness Plan Kids



1.56 mile(s) from your zip entered

[More info & map](#)

Member documents

- Members will receive their ID card in a welcome packet starting July 1, along with information about their benefits



Dental Wellness Plan Kids

Welcome to Delta Dental of Iowa! We are the dental carrier for your child(ren) with the Dental Wellness Plan Kids (DWP Kids) benefit. DWP Kids is for children aged 0-18 in the Medicaid program and allows your child to get dental services when they see a DWP Kids Delta Dental dentist. With Delta Dental, your child will get dental services to keep their teeth healthy.

Delta Dental covers more Iowans and we have more dentists than any other carrier. We are happy to serve you. For more information on your child's dental benefits through Delta Dental, please visit www.dwpiowa.com or call us at 1-888-472-2793.

DWP Kids Benefits

Children should start visiting a dentist by their first birthday or within six months of their first tooth. DWP Kids makes it easy to get care, such as cleanings, exams, fluoride, fillings, and even orthodontic services, if medically necessary. Going to the dentist every six months for a checkup is important for a healthy smile and healthy body. If you want to see a full list of services and rights for members, the DWP Kids Member Handbook can be found at www.dwpiowa.com. If you would like a hard copy mailed or emailed to you, please call 1-888-472-2793 or email DWPmembers@deltadentalia.com.

Finding a Dentist

Your child must go to a DWP Kids Delta Dental dentist. Check to see if their dentist is part of DWP Kids or find a new dentist online at www.dwpiowa.com or call us at 1-888-472-2793.

To find a DWP Kids Delta Dental dentist online:

- Go to www.dwpiowa.com
- Select "Find a Dentist"
- Check the box for "DWP Kids Dentist"
- Enter your city and zip code
- Check the box for "accepting new patients"
- Call the office to make an appointment and tell them you have DWP Kids insurance through Delta Dental

List of Services Covered
Cleanings 2 cleanings per year
Dental Exams 2 exams per year
Fluoride 4 times per year
Sealants
X-Rays
Fillings for Cavities
Tooth Repair & Removal
Orthodontics medically necessary ONLY

Delta Dental of Iowa | www.dwpiowa.com | 1-888-472-2793

I-Smile/Screening Centers

- Statewide program connecting Iowa families with dental, medical and community resources
 - Provide dental screenings and apply fluoride for children at WIC clinics, Head Starts, childcare sites, and in schools
 - Care coordination with parents/children for dental appointments
 - Promote oral health importance at community events



Increase access to dental care by providing dental screenings, sealants, and fluoride in schools.



Help families find a dentist, make dental appointments, and link with community resources



Develop relationships with dentists and medical providers



Promote oral health by participating in local community events



I-Smile™
local structure



Provide oral health education for children and parents



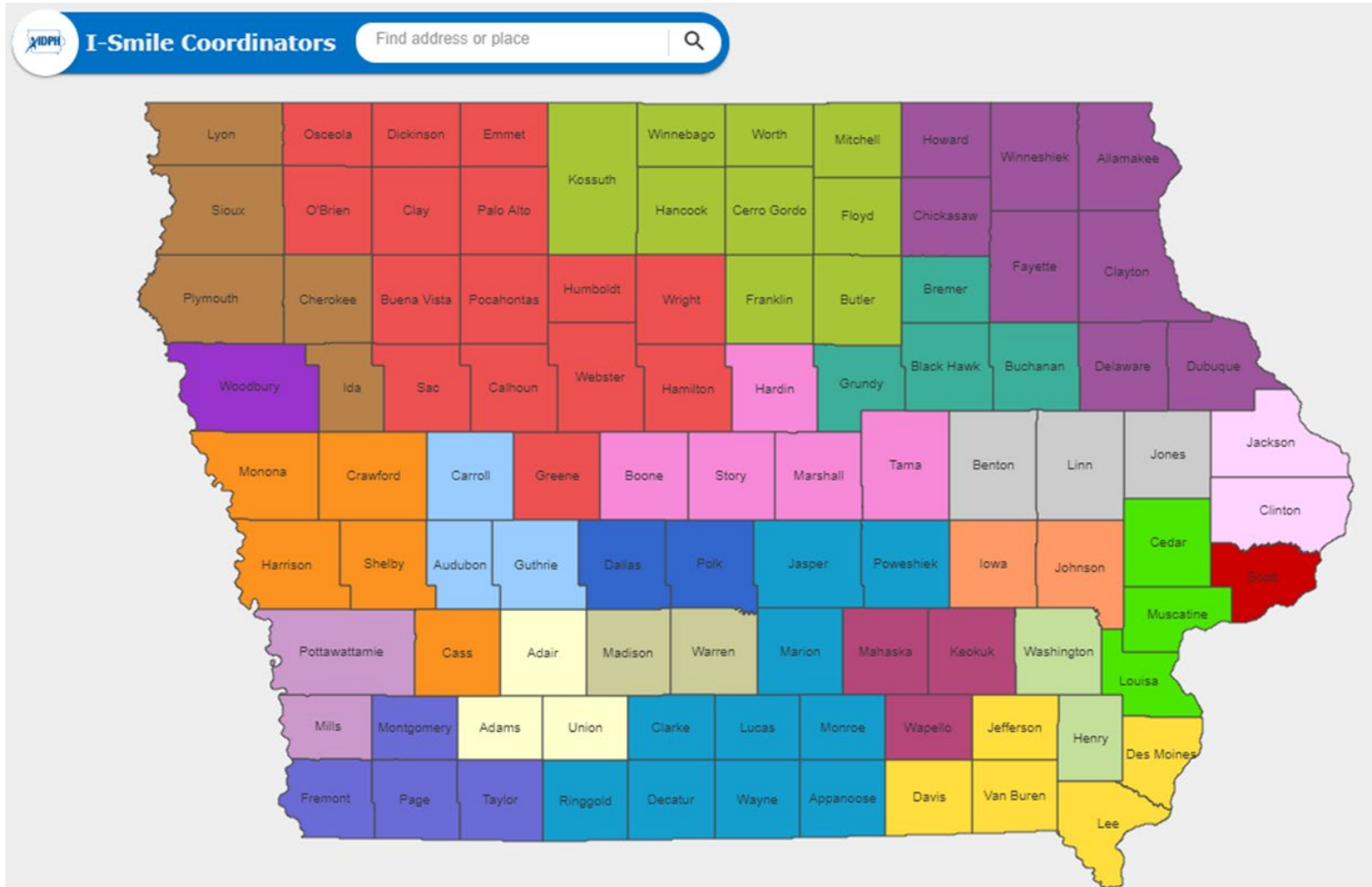
Build partnerships with community organizations and businesses



Provide training for medical offices on dental screenings and fluoride applications

I-Smile/Screening Centers

- 23 I-Smile screening centers/I-Smile Coordinators





Questions

Mission

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

