

My dentist included a charge for infection control and PPE, why did Delta Dental not pay this?

As a member of Delta Dental of Iowa, your benefit certificate states that infection control and PPE are included in your dental services. To support network dentists, Delta Dental has created a temporary Reopening Support Payment for dentists to use for safety and facility upgrades.

Will all dental services be available when my dentist's office reopens?

Most dental services will be available, but certain services may be modified to reduce aerosol. It is important to discuss your dental and medical health with your dentist so they can help you determine the best treatment and services for you.

I had a dental emergency while offices were closed and needed to see an out-of-network dentist, will Delta Dental cover these services?

While many offices were closed or only offered limited emergency services, your policy was still active. Depending on your benefit plan, most services will be covered even if you needed to see an out-of-network provider. Please see your benefit certificate for complete details on how services will be covered for an out-of-network provider. Keep in mind that when you go to a network dentist, you get better benefits and lower out-of-pocket costs.

Are all dental offices up and running at full capacity?

To follow safety guidelines and proper infection control, dental offices will not be able to offer as many appointments as they have in the past. All areas will need to be thoroughly cleaned and sanitized between patients, and there may be a waiting period for cleaning products to reach their maximum effectiveness.

Will there be other patients at the dentist while I am receiving services?

With dental offices practicing extra safety guidelines, many may begin to reduce the number of patients they see in their office. On the day of your appointment, many offices may ask you to wait in your car instead of their waiting room. You may be asked to attend your appointment alone if possible to reduce the number of people in the dental office.

Will I need to wear a mask when I go to the dentist?

If you have a mask, please bring it with you and wear it until the dental team needs to see in your mouth. Many offices will ask that you wear a mask when you are not receiving services.

I had a dental appointment scheduled that was canceled, what should I do?

If you had an appointment that was canceled due to dental offices being closed, please contact your dentist to reschedule. It may take a little longer to get in for services, so please be patient with your dentist's office as we all learn to navigate this new way of life. If you have questions about what safety measures will be in place during your next appointment, please contact your dentist office directly.

I still have questions about my dental benefits, who should I contact?

If you have other questions, please feel free to contact our customer service team at 800-544-0718 or you can view your benefits on our Member Connection through the Delta Dental website at www.deltadentalia.com.