



Updates from Delta Dental of Iowa

Multi-Factor Authentication Coming This Fall

To help protect your practice and patient data, all Delta Dental online accounts will require the use **multi-factor authentication (MFA) by October 20, 2025**.

MFA is a secure, multi-step login process that adds an extra layer of protection by requiring a temporary verification code sent via email or phone. This added layer of security makes it more difficult for hackers to access accounts with stolen passwords alone, protecting sensitive patient information.

Starting **September 18, 2025**, MFA will be available as an **optional feature** for your account. We encourage you to enable it early to familiarize yourself with the process and enhance your account security. [Learn more](#).



We will again be hosting the Fall Seminars on the following dates:

- Iowa City - October 30
- West Des Moines - October 31

Watch for more information in the coming weeks.

IADAPT | After Hours Series

Join your colleagues on Thursday, September 4, from 6:00-7:00 PM for a virtual, after-hours informational session to help you build the knowledge and skills necessary to improve the management of your practice and reduce workplace stress and anxiety.

The session is hosted by the [IADAPT program](#) and will be co-led by Josh Hughes, Employment Law Specialist from Dorsey & Whitney, LLP and Jane Daniel, PHD from Flowstate Health. [Register today](#). (IDA/ADA memberships is not required to participate, but you will need to register through the ADA portal.)

Claims Submission & Treating Dentist

It's essential that claims are billed under the dentist who performed the services. According to the American Dental Association (ADA), the treating dentist must certify the claim accurately reflects the procedures they performed. Submitting claims under a different provider, even if they are part of the same practice, can be considered misrepresentation and may lead to consequences, including audits, denied claims, and allegations of fraud.

For more detailed guidance, the Delta Dental of Iowa Dentist Office Manual includes additional information regarding claims filing procedures. If you notice the wrong treating dentist is listed on your Remittance Advice or any other incorrect information was submitted to Delta Dental, please call us toll-free at 1-888-472-2793 or email provrelations@deltadentalia.com.

Medicare Fraud Scheme Involving Phishing Fax

[Alert ID 62380](#): The Centers for Medicare & Medicaid Services (CMS) has identified a fraud scheme targeting Medicare providers and suppliers. Scammers are impersonating CMS and sending phishing fax requests for medical records and documentation, falsely claiming to be part of a Medicare audit.

Important: CMS doesn't initiate audits by requesting medical records via fax. **Protect your information.** If you receive a suspicious request, **don't respond**. If you think you got a fraudulent or questionable request, work with your [Medical Review Contractor](#) to confirm if it's real.

Dental Wellness Plan Value-Added Service for Adults

Dental Wellness Plan adult members can earn a \$10 Amazon gift card by:

1. Receiving one of the following services with an in-network dentist a dental cleaning (D1110), periodontal maintenance (D4910), or scaling and root planning (D4341, D4342)
2. And completing their PreViser Oral Health Survey.

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](#). Contact Delta Dental's Member and Provider Services at 800-544-0718 or provrelations@deltadentalia.com if you or your patients have questions.

Update Your Practice Information

- Is a new provider joining your office?
- Did a provider at your office retire?
- Did your tax ID change?

Let us know! Please contact [Professional Relations](#) as soon as possible with provider roster and/or W9 changes. This will alleviate manual claim reprocessing and ensure directory accuracy.

Poverty Simulation

About 11 percent of Iowans live in poverty and 27.5 percent of working families live under 200 percent of the federal poverty line (source: spotlightonpoverty.org). Understanding the day-to-day realities of poverty is important for all oral health providers and staff.

[SPENT](#) is a free online poverty simulator that can help you understand financial barriers, as well as the stress that accompanies them. We encourage you to reach out to local organizations near you to receive additional information and learn more about how you can get involved to help address poverty in your community.

Delta Dental Supports New DMACC Dental Program Facility

The Delta Dental of Iowa Foundation has committed \$250,000 to the DMACC Foundation in support of a new, state-of-the-art facility for DMACC's Dental Programs.

The 26,000-square-foot facility on the Ankeny Campus, slated to break ground this fall, will replace the current 8,000-square-foot facility with an expanded space featuring cutting-edge simulation labs, classrooms, a student lounge, sterilization and radiology suites, and a public dental clinic designed to serve patients from across Central Iowa. [Learn more.](#)



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