



Updates from Delta Dental of Iowa Multi-Factor Authentication available now

To help protect your practice and patient data, all Delta Dental online accounts will require the use **multi-factor authentication (MFA)** by **Oct. 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 today, **Sept. 18, 2025**, MFA is 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 - Oct. 30, 9-11:30 a.m.
- West Des Moines - Oct. 31, 9-11:30 a.m.

Topics will include:

- New for 2026 – 2026 CDT changes and updated Processing Policies.
- Government Programs update – information on Dental Wellness Plan, Medicare Advantage and Hawki programs.
- Delta Dental team and insurance – meet our Professional Relations team and learn the truth as we debunk some common insurance myths.

[Register today](#) to join us at one of these sessions. We look forward to seeing you!

Orthodontia changes beginning Oct. 1

Beginning Oct. 1, 2025, Iowa Medicaid will be changing the criteria for orthodontia medical necessity from a Salzmann Score of 26 or higher to Automatic Qualifying Conditions for DWP, DWP Kids, and Hawki. This will apply for all D8080 comprehensive orthodontia services where Prior Authorization is submitted Oct. 1, 2025, or later. Prior Authorizations submitted and approved prior to this date will be good for 24 months.

In the coming weeks, you'll be able to find the Orthodontic Administrative guide and Orthodontic Medical Necessity Form on the [DWP](#) and [Hawki](#) Resource pages on our website. We encourage all DWP and Hawki providers to [watch the training from Iowa Medicaid](#) that provides an overview of the changes.

Please call 800-544-0718 or email provrelations@deltadentalia.com if you have questions about these changes.

Dental Wellness Plan fee schedule increase

The Iowa Department of Health and Human Services (HHS) issued a public notice on June 27, 2025, announcing changes to the reimbursement rates provided to dentists under the Medicaid Program. These changes apply for all claims with dates of service July 1, 2025, or later. You can see the updated fee schedule on the [Delta Dental website](#) (DWP Covered Services) or in Dentist Connection.

Providers began receiving payment at the increased fee schedule for claims received on or after Aug. 4, 2025. All claims received before that date have to be readjusted by Delta Dental. We are working quickly to make these changes and anticipate having all claims adjusted by Oct. 15, 2025.

Please call 800-544-0718 or email provrelations@deltadentalia.com if you have questions about these changes.

Fee amount on submitted claims

As a participating provider with Delta Dental, you are contractually obligated to submit your full fee for each code you bill. The fee that you would charge an insured patient, a Medicaid patient, or an uninsured patient **must be the same**.

Our claims department has noticed with the increased Dental Wellness Program (DWP) reimbursements, several providers are submitting the amount of the DWP fee schedule. This is allowed only if that amount is the same fee you use for every patient.

See Section 8.5.3 of the DWP and DWP Kids Provider Manual: Each CDT code (service) provided, and the billed charge must be entered on the claim form. The billed charge must be your billed charge amount.

Walk with us!

Join Delta Dental of Iowa and thousands of Iowans by participating in the Healthiest State Walk on Wednesday, Oct. 1.

The Annual Walk is an opportunity to join thousands of Iowans statewide in walking for 30 minutes. Workplaces, schools, organizations and cities are all encouraged to register a walk!

[Register your walk today](#)



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