Updates from Delta Dental of Iowa

Multi-factor authentication required by Oct. 20

All Delta Dental provider accounts for the **Dentist Connection website** will require multifactor authentication (MFA) effective Monday, Oct. 20, 2025. MFA is required for each unique username even if you are using the same email address for multiple Delta Dental provider accounts.

If you have not already enrolled, we would encourage you to set up your MFA before Oct. 20. **If you are not enrolled by Oct. 20, you will not be able to access Delta Dental provider accounts until you set up your MFA.**

MFA adds an additional layer of security to protect both you and your patients' data. If you have any questions, please refer to the **Delta Dental website** or call our team at 800-544-0718.

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.

There's still time to register 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 changed 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 applies for all D8080 comprehensive orthodontia services where Prior Authorization (PA) is submitted Oct. 1, 2025, or later. PAs submitted and approved prior to this date will be good for 24 months.

All PAs for orthodontia services **require** a completed the Orthodontic Medical Necessity form. You can find the Orthodontic Administrative Guide and Orthodontic Medical Necessity Form on the **DWP** and **Hawki** Resource pages on our website, as well as in Dentist Connection. 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.

IADAPT session: Three underestimated sources of stress

Tuesday, Dec. 2, 6-7 p.m.

Presented by the Iowa Dental Association, December's IADAPT after-hours informational session will examine the vicarious trauma inherent in clinical work, the lingering impacts of the 2019 pandemic, and "Autumn Anxiety" that emerges in the fourth quarter of the year. This information session will promote greater understanding of how these dynamics may impact you personally and professionally, and how to respond as constructively as possible. You don't need to be an IDA member to attend IADAPT sessions or to utilize the IADAPT program. **Sign up here**.

The Iowa Dental Advocacy for Professional and Personal Thriving (IADAPT) program is an important initiative focused on the mental and overall well-being of Iowa's dentists.

Training on LGBTQ inclusivity best practices

One Iowa, in partnership with the Delta Dental of Iowa Foundation, is providing free LGBTQ+ Inclusivity Training for medical, vision, and dental providers. This training, available virtually or in person, is designed to improve equitable healthcare access for LGBTQ+ Iowans, with a focus on rural providers and community health centers. **Learn more and sign up.**

Groundbreaking news for Iowa's dental workforce

DMACC recently broke ground on a new 26,000-square-foot Dental Building on its Ankeny Campus. The new facility will greatly expand DMACC's current dental space and increase enrollment capacity by 25 percent, while preserving small class sizes and student-instructor ratios. The building will feature advanced simulation labs, modern

classrooms, a public clinic, and student spaces designed to meet Iowa's urgent need for skilled dental professionals.

Support from partners such as the Delta Dental of Iowa Foundation, which made a $250,000 investment earlier this year, has been instrumental in making the project a reality.

Read the press release.

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

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