

# Dialogue



News for Network Dentists and Staff | Summer 2016



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## DWP Update

The State of Iowa recently notified us that a second dental carrier will be an option for DWP members starting August 1.

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## Radiograph Submission Reminders

Claims or predeterminations for implants and implant procedures should have complete documentation attached.

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## Who is your Professional Relations Representative?

Professional Relations Representatives are available to visit your office, help with claims issues and provide additional education.

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## Help Iowa Become the Healthiest State in the Nation

Delta Dental of Iowa is proud to be the presenting sponsor of the Healthiest State Walk on Wednesday, October 5.

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## Fall Provider Seminars

Regional meetings for providers and office staff will be held in October in the Des Moines and Iowa City areas.

# Dental Wellness Plan Update

Delta Dental of Iowa is pleased to announce that we extended our contract with the State of Iowa through June 30, 2017, to provide dental services for Dental Wellness Plan members. As an Iowa-based company, we are proud to continue our partnership with DWP providers and the State of Iowa to improve the oral and overall health of DWP patients.

The State of Iowa recently notified us that a second dental carrier will be an option for DWP members starting August 1, 2016. While there will be two DWP dental carriers, DWP providers and DWP members have a choice. New DWP members will be assigned to either Delta Dental or the other carrier upon enrollment. Members have 90 days to change carriers if they choose.

We have developed a flyer to help members select Delta Dental as their dental carrier for DWP. If you are a participating dentist with Delta Dental, you can order these flyers for your office by contacting us at [provrelations@deltadentalia.com](mailto:provrelations@deltadentalia.com). This flyer will be included in all Health and Wellness new member enrollment packets.

Since 2014, Delta Dental has been the sole dental carrier for DWP. Working together with Iowa dentists and the State of Iowa, Delta Dental helped create an innovative program that addresses the oral health needs of DWP members focused on establishing a dental home and improving overall health.



**DELTA DENTAL** Delta Dental of Iowa & Dental Wellness Plan

Helping you get the dental care you need for a happy and healthy smile.

With over 45 years of experience, Delta Dental is proud to be part of the Dental Wellness Plan. As the largest dental insurance company in Iowa, we cover more Iowans and have more DWP dentists than any other dental carrier. Our goal is to give you a healthy smile.

**Why you should choose Delta Dental:**

- Delta Dental has served over 270,000 DWP members
- Delta Dental was the first dental carrier for DWP
- We give back to help Iowans who have dental needs
- We invest in oral health needs in all 99 counties
- Offer dental benefits for *hawk-i*, Iowa employers and individuals

**How we can help you:**

- A care coordinator in your community will:
  - Help you find a dentist
  - Answer your questions
- A website where you can:
  - Get information on your dental benefits
  - Print your ID card
  - Find a dentist

**Get your dental care from Iowa's dental leader - Delta Dental of Iowa.**

Learn more today!  [DWPiowa.com](http://DWPiowa.com)  (888) 472-2793

**dwpp** dental wellness plan

## Claim Tip: Radiograph Submission Reminders for Implant Procedures



When submitting claims or predeterminations for implants and implant procedures, please be sure complete documentation is attached with your claim. Attachment requirements include a narrative, treatment plan and a radiograph – preferably a current full mouth series. If a current full mouth series is not available, you should include a current panoramic radiograph. A periapical radiograph may be acceptable for a single implant/implant procedure if tooth charting is supplied.

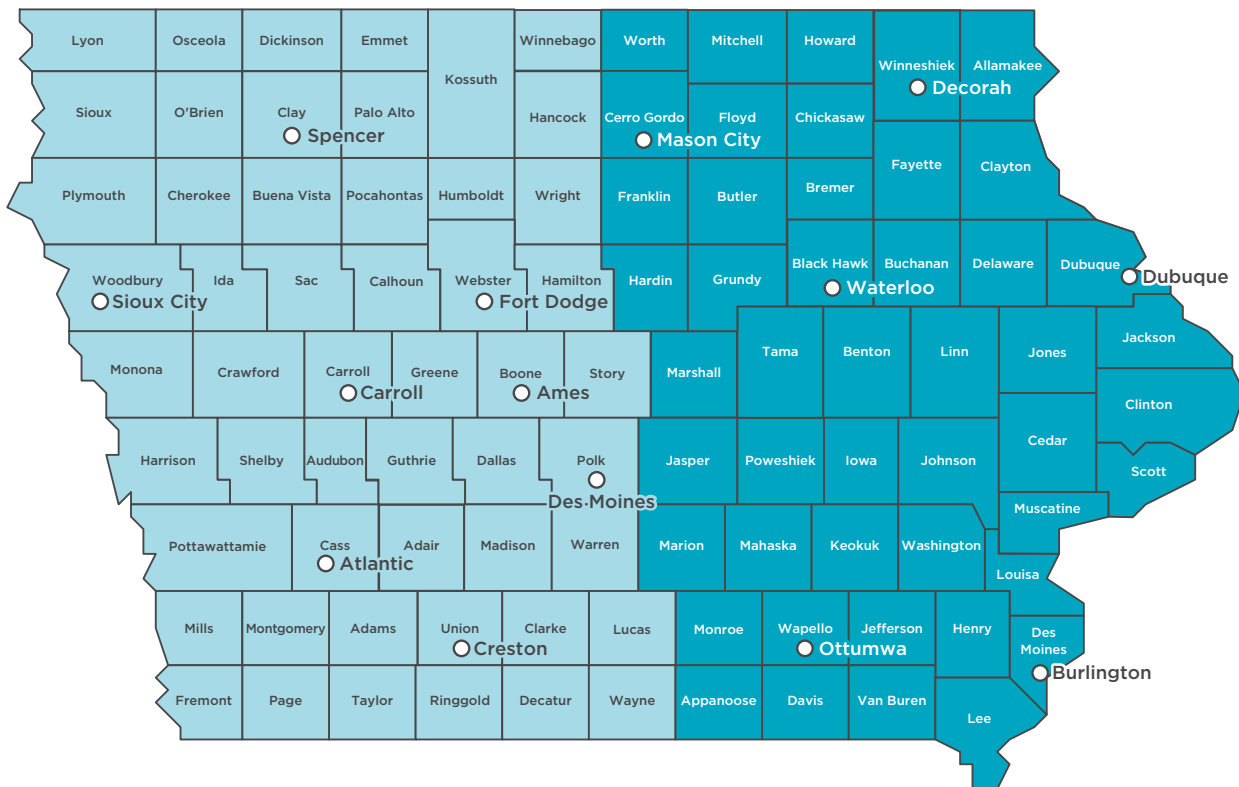
Delta Dental's Claim Attachment Requirements are documented for each type of procedure. This document can be found on the Dentist Connection on the Delta Dental website at [deltadentalia.com](http://deltadentalia.com). Click on Resources at the top of the Dentist homepage and then select Forms.

# Who is your Professional Relations Representative?

Did you know that Delta Dental of Iowa has a Professional Relations Representative who can visit your office, help with claims issues and provide additional education to assist you in working with us? We want to make sure that we are providing you with the best service possible, so we have two Professional Relations Representatives available to assist you.

Donna Glanz and Donnella Miller are Delta Dental's Professional Relations Representatives. Donna has been with Delta Dental for many years, so you may have visited with her several times. Donnella is new to Delta Dental and looks forward to working with your office to assist with needs you may have.

To allow for ease in understanding which Professional Relations Representative to work with, we have divided the state. Donna will work with offices in western Iowa and Donnella will work with offices in eastern Iowa. They will be working closely together to maintain the same level of service that you have grown accustomed to receiving. Please reference the map below and contact Donna or Donnella with any needs.



**Donna Glanz**  
Professional Relations Representative  
515-261-5533  
dglanz@deltadentalia.com



**Donnella Miller**  
Professional Relations Representative  
515-261-5674  
dmiller@deltadentalia.com

# Help Iowa Become the Healthiest State in the Nation

Delta Dental of Iowa is proud to be the presenting sponsor of the Healthiest State Walk on Wednesday, October 5. The goal of the Healthiest State Initiative is for Iowa to become the healthiest state in the country. One of the ways we can become the healthiest state is by getting more Iowans to exercise for 30 minutes each day.

This year's Healthiest State Walk will focus on getting Iowans to walk for 30 minutes and improving community walkability. Iowans across the state will pledge to walk for 30 minutes. You and your office can get involved by hosting a walk group or joining a group within your community.

**For more information on the Healthiest State Walk, visit [iowahealthieststate.com](http://iowahealthieststate.com).**

## Mark Your Calendars for the Delta Dental of Iowa Fall Provider Seminars

Delta Dental of Iowa will be hosting two regional meetings for providers and office staff on the following dates:

**Wednesday, October 12**

Des Moines area (DMACC in Ankeny)

**Friday, October 14**

Iowa City area (Marriott in Coralville)

**Watch your mail and email for more details on these meetings later this summer.**