

Dental Wellness Plan | DWP Kids | Hawki PROVIDER FAQs

Starting July 1, 2026, Medicaid members with DWP, DWP Kids and Hawki coverage will be assigned to either Delta Dental of Iowa or DentaQuest for dental coverage.

Who are the dental carriers and when do these changes become effective?

Delta Dental and Managed Care of North America (MCNA) are the current dental carriers until June 30, 2026. Starting July 1, 2026, DentaQuest will replace MCNA. Delta Dental will continue to be a carrier for DWP, DWP Kids, and Hawki.

Will Hawki members only have Delta Dental?

No, Delta Dental will no longer be the sole carrier for Hawki members. They will be assigned to either Delta Dental or DentaQuest. Iowa Medicaid will keep families together with the same carrier.

How are members being assigned to carriers for DWP and DWP Kids?

All members will be assigned to either Delta Dental or DentaQuest. Iowa Medicaid will keep families together with the same carrier. **Note: Current Delta Dental of Iowa members may be re-assigned to DentaQuest.**

When will members receive notification of which dental carrier they are assigned to?

Iowa HHS will mail letters to families starting April 2026. The letter will list which carrier they and their child(ren) are assigned to. Letters will be staggered. Most members should receive their letters by the end of April.

Members should contact Iowa Medicaid Member Services if they do not receive a letter and need to know which dental carrier they were assigned to.

Can a member change their dental carrier assignment?

Yes, if a member would like to change carriers, they can do so for any reason until June 18, 2026. This change will be effective for July 1, 2026.

How do members change dental carriers?

Members can contact Medicaid in one of three ways to make the change:

1. **Email their Annual Choice change form:** IMEMember@hhs.iowa.gov
2. **Call Iowa Medicaid:**
 - Iowa Medicaid Member Services: 1-800-338-8366
3. **Mail in their Annual Choice change form:**
Member Services, PO Box 36510, Des Moines, IA 50315

If a member needs a new dental carrier choice form or wants to submit it through email, they can visit the HHS website: hhs.iowa.gov/annual-choice

Will there be benefit changes for DWP, DWP Kids, and/or Hawki for July 1, 2026?

Delta Dental is not aware of any benefit changes for the new fiscal year. Any benefit changes that may occur will be communicated to providers by June 1, 2026.

As a provider can I choose to credential with only one Medicaid dental carrier?

It is not required to credential with both Medicaid dental carriers. It is completely your decision to credential or not credential with one or both dental carriers.

Will current Delta Dental providers need to recredential?

Delta Dental providers who are participating in the DWP/DWP Kids and/or Hawki networks will not need to recredential with us. Those who are due for routine re-credentialing will be contacted as appropriate.

Will the Delta Dental DWP/DWP Kids and Hawki provider contracts change?

There will be no changes or updates to the current DWP/DWP Kids and Hawki provider contracts.

If a member has an approved prior authorization with MCNA and the member is scheduled after July 1, 2026, what do I need to do?

Dental carriers will honor approved prior authorizations from another carrier from July 1 through September 30, 2026.

What if I have a patient scheduled and they are with DentaQuest on the date of service and I am not in their network?

Between July 1 and September 30, 2026, both Delta Dental and DentaQuest are required to pay for claims regardless of a provider's network participation status. You will need to bill the carrier the member is active with on the date of service.

After September 30, 2026, members may be responsible for paying for services if you are not in their dental carrier network.

What if I have a patient who misses the Annual Choice deadline? Can they still switch to a different dental carrier?

As part of the dental plan reassignment process, members will have another timeframe to switch to the other dental carrier for any reason. Members will have from July 1 to September 30, 2026, to make this choice. Members can submit this choice by phone, email, or mail with Iowa Medicaid.

Members continue to have disenrollment rights year-round. Members can disenroll with their current dental carrier and request to switch to the other dental carrier with good cause. A good cause reason includes if a member's provider accepts one dental carrier and not the other.

Members or their responsible party should contact the dental carrier they currently have to begin the disenrollment process.

What if I have a patient come in for emergent services and I am not a network dentist for their carrier?

Regardless of participation status, both Delta Dental and DentaQuest are required to pay for emergent services for members. You must submit your claim to the carrier they have coverage with on the date of service.

Is anything happening with the DWP/DWP Kids and Hawki fee schedules?

There are no changes for the current Delta Dental fee schedules for DWP, DWP Kids, and Hawki for dates of service through June 30, 2026. If there are any changes for July 1, 2026, these will be communicated by June 1.

Will the fee schedules for both carriers be the same?

The fee schedules may be different for Delta Dental and DentaQuest.

How do I find out if my patients have Delta Dental or DentaQuest?

Delta Dental will receive July 1 eligibility for members at the end of June, and it will be accessible on our website. It is always best to check eligibility the day of a patient's visit to see what carrier they have coverage with. Eligibility may also be verified by utilizing the Iowa HHS ELVS Web Portal.

After June 18, 2026, how do my patients change their dental carrier?

From July 1 to Sept. 30, 2026, members can change their dental carrier for any reason. They will need to contact Iowa Medicaid to make this change.

Member Services Hours: Monday to Friday from 8 a.m. to 5 p.m.

Phone: 800-338-8366

Email: IMEMember@hhs.iowa.gov

Members can change your dental carrier at any time with "good cause". This is called disenrollment. They will need to contact your current dental carrier and ask to disenroll.