



Updates from Delta Dental of Iowa



Register for Fall Provider Seminars

Register for one of our upcoming provider seminars in Iowa City and West Des Moines. These are open to dentists and their office staff participating in the Delta Dental, Dental Wellness, and Hawki networks. Learn about what's new for 2027 and meet your Delta Dental team. [Register here!](#)

- **Thursday, Nov. 5** | Hilton Garden Inn | 328 S Clinton St, Iowa City, IA
- **Friday, Nov. 6** | Hilton Garden Inn | 205 S 64th St, West Des Moines, IA

Does your clinical record support the service billed?

Accurate claim submission begins with accurate clinical documentation. During claim reviews, one of the most common concerns is whether the clinical record supports the procedure code reported for reimbursement.

Providers are encouraged to periodically review their documentation practices to ensure that the services billed reflect the treatment documented in the patient record.

This [member record keeping checklist](#) is available for you to ensure member records are consistently maintained.

Medicaid & Hawki Updates

Dental plan transition

Beginning July 1, 2026, Delta Dental of Iowa and DentaQuest will be the two dental plans for DWP, DWP Kids, and Hawki. **Members will be able to continue making a dental plan choice for any reason until Sept. 30, 2026, by submitting the Dental Plan Choice Form.** You can learn more about annual choice at deltadentalia.com/choice.

Dental plans will honor approved prior authorizations from another plan from July 1 through Sept. 30, 2026. You do not need to resubmit prior authorizations.

Between July 1 and Sept. 30, 2026, both dental plans will have to pay for claims even if your office is not in network with that plan. You will need to send the claims to the dental plan that the member is currently enrolled with at the time of services. [Learn more about Prior Authorizations and Continuity of Care.](#)

You can contact Delta Dental's Provider Services at 800-544-0718 or provrelations@deltadentalia.com if you have questions about the dental plan transition for SFY27.

Updates to prior authorizations

Effective Aug. 1, 2026, Delta Dental of Iowa has updated our prior authorization requirements (PA) for DWP and DWP Kids. For reference, please see the current [DWP CDT codes that require PAs](#). You can also find a full list of required prior authorizations on our [Dentist Connection](#) in the Resources section under Dental Wellness Plan Information.

Government Programs claims – timely filing

This is a friendly reminder that claims must be submitted within **180 days of the date of service**. Timely filing requirements help us process claims efficiently and reduce the risk of denied claims. Providers are encouraged to submit claims as soon as services are completed and include all necessary documentation and attachments.

New oral health survey for DWP Kids and Hawki members

We are excited to share that the [PreViser Oral Health Survey](#) is now available for DWP Kids and Hawki members. This short survey helps us better understand members' oral health needs and identify opportunities to support healthier smiles.

No action is needed from providers. However, we encourage you to remind parents and caregivers to complete the survey on behalf of their children. Their survey helps improve oral health programs and services for the members we serve. The survey can be completed [online](#) or by calling Member Services at 888-472-2793 (DWP Kids) or 800-544-0718 (Hawki).

Exclusive discount on HR solutions

As you start planning for the year ahead, remember that Delta Dental of Iowa network providers receive an exclusive discount on comprehensive human resources solutions with Connectify HR. [Browse services and see your discount.](#)



Healthy habits start with small steps

On Wednesday, Oct. 7, thousands of Iowans will come together for a simple but powerful goal: taking 30 minutes to move their bodies, connect with others, and prioritize their health.

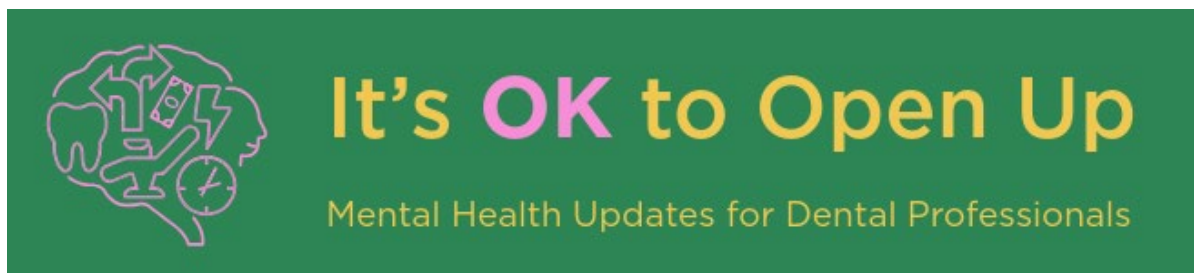
[Register for the 2026 Healthiest State Annual Walk.](#)

Volunteers needed for Iowa Mission of Mercy

Help make a difference at the annual [Iowa Mission of Mercy \(IMOM\)](#), an free two-day dental clinic happening at the Iowa State Fairgrounds in Des Moines on Friday, Nov. 13 and Saturday, Nov. 14. While nearly 500 dental professionals are needed to provide the dental

care, more than 500 general volunteers are also needed to assist with registration, childcare, interpretation services, food and beverage, and other tasks.

[Register to volunteer](#) and join us in providing essential dental care to those in need!



It's OK to Open Up: Strong dentists have strong support systems

Dentists are trained to stay composed, solve problems quickly, and keep things moving. When you're focused on things like caring for patients, leading a team, or managing a practice, it's easy to overlook your own well-being.

That's why IADAPT was created. IADAPT is Iowa's statewide dental provider mental health program, offering confidential support through both coaching and therapy designed specifically for Iowa dentists.

Reaching out to IADAPT isn't a sign that something is wrong. It's a way to invest in yourself and strengthen your support system, so you can continue doing the work you care about.

This month, consider one simple idea: you don't have to carry it all alone. It's OK to open up. Support is here when you're ready—contact [IADAPT](#) to talk.

515-443-1850 | iadapt@flowstate.health



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

For your **community**.

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Visit us at <https://www.deltadentalia.com>