



Updates from Delta Dental of Iowa

Claims tip: Treating Dentist

Submitting claims correctly helps avoid payment delays. One key step is listing the correct treating dentist on every claim. The treating dentist is the licensed dentist who provided or directly supervised the service and may be different from the billing dentist or dental entity information.

Ensure the treating dentist's details are complete and accurate, even when billing under a group practice, clinic, or corporate entity. Claims with missing or incorrect information may be delayed, returned for correction, or reviewed further. Repeatedly billing the wrong treating dentist can create ongoing, serious claim issues, including denials, payment takebacks, or additional review.

If you have questions, please contact Professional Relations at provrelations@deltadentalia.com.

Medicaid and Hawki updates:

Happening now: Annual Choice

Members of the Dental Wellness Plan (DWP), DWP Kids, and Hawki have started receiving their carrier assignment letters and have until June 18 to make changes. If you have questions, visit deltadentalia.com/choice or [tune in to an upcoming webinar](#) to learn more and participate in a live Q&A May 18 and May 27.

The Iowa Dental Association (IDA) is also hosting a webinar Tuesday, May 19, at 6 p.m. on upcoming changes to dental plans taking effect July 1, 2026. Dental providers will have the opportunity to learn more about enrolling with the dental plans and to ask

questions directly of Iowa Medicaid, Delta Dental of Iowa, and DentaQuest. [Register for the IDA webinar.](#)

Understanding the realities of poverty

About 11% of Iowans live in poverty, and 3 in 10 working families struggle to afford basic necessities like rent, food, and healthcare—even though they are employed*.

Understanding the day-to-day realities of poverty is important for all oral health providers and staff. [SPENT](#) is a free online poverty simulator that can help you understand financial barriers, as well as the stress that accompanies them. We encourage you to reach out to local organizations near you to receive additional information and learn more about how you can get involved to help address poverty in your community.

**Source: spotlightonpoverty.org*

Continuing Education Webinar: Learning your lines

Iowa Health and Human Services (HHS) is offering a no-cost webinar Wednesday, June 10, to sharpen your understanding of dental waterline maintenance knowledge — for all practice settings — to feel confident in maintaining safe, efficient, and effective dental environments. [Learn more and register.](#)

Mental Health Matters

May is Mental Health Awareness Month and a reminder that caring for patients also means caring for ourselves. Dentistry is a high-responsibility profession that often involves long hours, physical strain, solo decision-making, and the pressure of meeting patient expectations. Mental health challenges are not personal failures; they are professional realities in a demanding field. Prioritizing well-being supports not only personal health, but also focus, clinical judgment, job satisfaction, and the quality of care we provide.

This May, take a moment to check in with yourself. If stress, burnout, or emotional fatigue are affecting you, confidential support is available. Please reach out to the [IADAPT program](#) to schedule a free appointment by calling or texting 515-443-1850.



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

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