

Dental Wellness Plan, DWP Kids, Hawki Annual Choice Frequently Asked Questions

On July 1, 2026, Delta Dental of Iowa and DentaQuest will be the dental carriers for the Dental Wellness Plan (DWP), DWP Kids, and Hawki programs. Members will be assigned their dental carrier in April.

Members can choose to change their dental carrier until June 18, 2026.

Who are the two dental carriers for DWP, DWP Kids, and Hawki starting July 1, 2026?

Delta Dental of Iowa and DentaQuest will be the two dental carriers for Iowa Medicaid. This includes Hawki.

What is a dental carrier?

A dental carrier is an insurance company who provides your dental benefits when you have DWP, DWP Kids, or Hawki. Your dental carrier is different than your Managed Care Organization (MCO). Your dental carrier will process your dental claims, manage the dentists who you can see, and help you go to the dentist.

When will I be told which dental carrier I am assigned to for July 1, 2026?

Iowa Medicaid is sending letters to families starting in April 2026. The letter will tell you which dental carrier you will be assigned to. You will be able to change carriers until June 18, 2026.

I am an MCNA member. What does this mean for me?

If you have MCNA now, they will be your dental carrier until June 30, 2026. You will get your new dental carrier assignment in the mail starting in April. You will begin services with your new dental carrier on July 1, 2026.

My child has Hawki. What does this mean for us?

Starting July 1, 2026, Delta Dental and DentaQuest will both be dental carriers for Hawki. Delta Dental Hawki members could be assigned to DentaQuest. Hawki members can change their assigned dental carrier until June 18, 2026.

Delta Dental will continue to be the only dental carrier for Hawki until June 30, 2026.

What do I do if I did not get a letter with my dental carrier information?

You should get your letter with your dental carrier assignment by the middle of May. If you do not get a letter, you should call or email Iowa Medicaid Member Services.

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

Phone: 800-338-8366

Email: IMEMember@hhs.iowa.gov

How do I change my dental carrier?

You need to turn in your Annual Choice change form to Iowa Medicaid to make your choice.

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

If you need a new change form or want to submit it by email, you can find the form on the Iowa Health and Human Services (HHS) website:

hhs.iowa.gov/annual-choice

What if I am happy with my dental carrier assignment and do not want to change?

You do not have to do anything. You will begin services with the dental carrier listed on your letter from Iowa Medicaid on July 1, 2026.

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

From July 1 to Sept. 30, 2026, you can change your dental carrier for any reason. You 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

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

How do I make sure I can keep seeing my dentist?

You will need to ask your dentist which dental plans they accept. If your dentist does not accept the dental carrier you are assigned to, you will need to ask Iowa Medicaid to change your dental carrier. You need to do this by June 18, 2026.

You can also change your dental carrier through disenrollment if you have “good cause”. Your dentist not accepting your current dental carrier may be considered good cause.

Will all members get a new Delta Dental ID card?

Only new members with Delta Dental will get an ID Card. You will get a New Member Packet with your ID Card in the mail.

You can contact Delta Dental Member Services at any time for help getting a new ID card if you need one.

Member Services Hours: Monday through Friday, 7:30 a.m. to 6 p.m.

DWP Member Services: 888-472-2793

Hawki Member Services: 800-544-0718

Will my dental benefits change?

Delta Dental does not know of any dental benefit changes for DWP, DWP Kids, or Hawki. All members will be told about significant changes if there are any.