Hawki Grievance Form

PLEASE PRINT OR TYPE ALL INFORMATION

You can report your dissatisfaction about the Hawki Plan, Delta Dental of Iowa, a dentist, services received, failure to respect your enrollee rights or any issue other than an adverse benefit determination. This form can be completed by you, your personal representative or dentist on your behalf, or by one of our representatives on your behalf if you need assistance.

Enrollee's Information

Member ID #:

Name:

Address:

Telephone:

Requestor's Information: If you are submitting a Grievance on behalf of the enrollee, and you are not the enrollee's parent or legal guardian, a Personal Representative Appointment and Authorization Form must be completed and submitted with this form (unless one is already on file with Delta Dental of Iowa). An enrollee may appoint only one authorized representative at a time. To obtain a form call us at 1-800-544-0718 or visit the web at www.deltadentalia.com/hawki

This Grievance is submitted by:

Name:

Address:

Telephone:

Type of Grievance: Check the box that best describes the type of Grievance you are filing. If none apply, select other and provide a brief description.

- ☐ Quality of or access to care
- ☐ Quality of or access to services/plan design
- ☐ Inappropriate actions or behavior of a network dentist
- ☐ Inappropriate action or behavior of a Delta Dental Employee
- ☐ Failure to respect enrollee's rights
- ☐ Fraud or Abuse
- ☐ Other:

_____

Mail to:
Delta Dental of Iowa
Attn: Government Program Appeals and Grievances
P.O. Box 9040
Johnston, IA 50131

Grievance Description:

Signature of Enrollee or Personal Representative Date

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Delta Dental of Iowa Required Federal Notice- Nondiscrimination and Accessibility

Nondiscrimination Notice

Delta Dental of Iowa complies with all Federal civil rights laws that relate to healthcare services. We do not discriminate against people because of their race, color, national origin, age, disability, or sex. This means we will not treat you differently because of these things. To review our full nondiscrimination notice, go to completo, visite www.deltadentalia.com/nondiscrimination.

Language Assistance- Communicating with you is important to us.

Member Services: 1-800-544-0718 (TTY: 1-888-287-7312).

English: Language help services, including, auxiliary aids and services, larger font, written translation or oral interpretation, and alternative formats are available to you at no cost. To get this, please call the number above.

Spanish (Español): Los servicios de ayuda con idiomas, que incluyen ayudas y servicios auxiliares, letras más grandes, traducción escrita o interpretación oral, y formatos alternativos, están disponibles para usted sin costo alguno. Para obtenerlos, llame al número que aparece arriba.

Arabic (العربية): خدمات المساعدة اللغوية، بما في ذلك أدوات المساعدة والخدمات الإضافية، والخط الأكبر، والترجمة المكتوبة أو الترجمة الشفوية، والتنسيقات البديلة مُتاحة لك مجانًا. للحصول على هذه الخدمات، يُرجَى الاتصال بالرقم الموجود في الأعلى.

Chinese (中文): 您可以免费获得语言帮助服务，包括辅助工具和服务、更大的字体、书面翻译或口译以及其他格式。如需获取此服务，请拨打上述的电话号码。

French (Français): Les services d’assistance linguistique, y compris les aides et services auxiliaires, les polices de plus grande taille, la traduction écrite ou l’interprétation orale ainsi que d’autres formats, sont à votre disposition gratuitement. Pour obtenir ces services, veuillez appeler le numéro ci-dessus.

German (Deutsch): Sprachunterstützungsdienste, einschließlich Hilfsmittel und -dienste, größere Schriftarten, schriftliche und mündliche Übersetzungen sowie alternative Formate stehen Ihnen kostenlos zur Verfügung. Um diese zu erhalten, rufen Sie bitte die oben genannte Nummer an.

Hindi (हिंदी): भाषा सहायता सेवाएँ, जिनमें अतिरिक्त सहायता और सेवाएँ, बड़े फ़ॉन्ट, लिखित अनुवाद या मौखिक व्याख्या तथा वैकल्पिक प्रारूप शामिल हैं, आपके लिए निःशुल्क उपलब्ध हैं। इसे प्राप्त करने के लिए कृपया ऊपर दिए गए नंबर पर कॉल करें।

Karen (ကညီ): ကျိာ်ဂ့ၢ်ဝီတၢ်မၤစၢၤ ပှၢ်ယှာ်ဒီး ပီးလီမၤစၢၤ ဒီး တၢ်မၤစၢၤ လၢအဘိၣ်ညီလၢပှဲၤ အလဲာ်ဖျၢၣ်ဖးဒိၣ် တၢ်ကွဲးကျိာ်ထံ မ့တမ့ၢ် တၢ်ကတိၤကျိာ်ထံ ဒီး သနိလၢအဂုၤဂၤ တဖၣ်အိၣ်လၢနဂီၢ်လၢတဘၣ်လၢာ်အဘူးလဲနၣ်လီၤ. လၢကမၤန့ၢ်အီၤအဂီၢ် ဝံသးစူၤကိးလီတဲစိနီၣ်ဂံၢ်ဖျါလၢထးတက့ၢ်.

Korean (한국어): 보조 기구 및 서비스, 대형 활자, 서면 번역 또는 구두 통역 및 대체 형식을 포함한 언어 지원 서비스를 무료로 이용하실 수 있습니다. 이러한 서비스를 이용하시려면 위 번호로 전화하십시오.

Laotian (ພາສາລາວ): ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ລວມທັງການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການເສີມ, ໂຕພິມໃຫຍ່, ການແປເປັນລາຍລັກອັກສອນ ຫຼື ການແປປາກເປົ່າ ແລະ ຮູບແບບອື່ນໆໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າໃຊ້ຈ່າຍໃດໆ. ເພື່ອຮັບບໍລິການເຫຼົ່ານີ້, ກະລຸນາໂທໄປທີ່ເບີຂ້າງເທິງນີ້.

Pennsylvania Dutch (Deitsh): Hilf mitt di shprohch, mitt anri hilf un deenshta, graysah shreives, en kshrivveni translation adda en oral interpretation un anri formats sinn dich ohgebodda unni kosht. Fa dess greeya, please du da nummah do ovvva droh ufroofa.

Russian (Русский): Услуги языковой помощи, в том числе вспомогательные средства и услуги, крупный шрифт, письменный или устный перевод, а также альтернативные форматы предоставляются бесплатно. Для получения такой помощи позвоните по указанному выше номеру.

Serbo-Croatian (Srpsko-hrvatski): Pomoćne usluge koje se tiču jezika, uključujući pomoćna sredstva i usluge, veći font, pisani prevod ili usmeno tumačenje i alternativne formate, dostupne su Vam besplatno. Da biste ih dobili, pozovite gore navedeni broj telefona.

Tagalog (Tagalog): Ang mga serbisyong tulong sa wika, kabilang ang mga panghaliling tulong at serbisyo, mas malaking font, nakasulat na pagsasalin o pasalitang interpretasyon, at mga alternatibong pormat ay handa mong magamit nang walang bayad. Para makuha ito, pakitawagan ang numero sa itaas.

Thai (ภาษาไทย): บริการความช่วยเหลือเรื่องภาษา รวมทั้งความช่วยเหลือและบริการเสริม ตัวอักษรขนาดใหญ่ การแปลข้อความหรือล่ามแปลทางวาจา และบริการทางเลือกรูปแบบอื่นที่พร้อมให้บริการโดยไม่มีค่าใช้จ่าย เพื่อรับบริการนี้ โปรดโทรติดต่อหมายเลขข้างต้น.

Vietnamese (Tiếng Việt): Các dịch vụ trợ giúp ngôn ngữ, bao gồm các dịch vụ và hỗ trợ phụ trợ, phông chữ lớn hơn, bản dịch bằng văn bản hoặc phiên dịch bằng miệng và các định dạng thay thế được cung cấp miễn phí cho quý vị. Để nhận được thông tin này, vui lòng gọi đến số điện thoại ở trên.

For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call TTY:1-888-287-7312.

Para recibir asistencia de accesibilidad por teléfono si es sordo, tiene problemas de audición, es sordociego o tiene dificultades para hablar, llame al TTY: 1-888-287-7312.