

Virtual Visits delivered by Teledentistry.com

Delta Dental of Iowa Dental Wellness Plan (DWP), DWP Kids and Hawki members have access to [Teledentistry.com](https://teledentistry.com). These virtual visits are a safe way to get dental care when you are experiencing a dental emergency. Teledentistry is a part of your DWP, DWP Kids, or Hawki benefits with Delta Dental of Iowa at no cost to you.

Use virtual visits when you:

- Have a dental emergency and do not have a regular dentist.
- Need access to a dentist after hours if your dentist is not available.

Teledentistry can help you by:

- Answering your questions
- Writing a prescription
- Understanding what services you need
- Connecting you with a dental home after your emergency

Frequently Asked Questions

What should I do in a dental emergency?

If you have a dental emergency, it is best to start with your regular dentist, so [establishing a dental home](#) is a great way to be prepared. Most dentists will have an emergency number or after business hours instructions. If your dentist is not available or you cannot find a dentist, follow the instructions below to start a virtual visit.

How does Teledentistry.com work?

Teledentistry.com connects you with a dentist on your smartphone, computer, or phone. Your device should have a working camera, so the dentist can see and assess your condition during the visit. They can help you find a dentist, provide dental services and prescribe medication if needed.

To get started, visit teledentistry.com/deltadentalia or call **866-302-0443** and follow the steps below.

1. Click “Talk to a dentist now”.
2. Fill out the contact info using the member’s:
 - First and last name as it appears on their DWP or Hawki card
 - Email and phone number (that you can receive follow up communication with if needed)
 - Date of Birth
 - Dental Insurance Provider (Delta Dental of Iowa)
 - Dental Insurance Subscriber ID (listed as Member number or Member ID on your insurance card)
 - Brief message regarding your dental emergency

3. An agent will call you within 30 minutes to start your consultation.

Plan to answer the call on your smartphone, tablet or computer with a working camera.



JOHN DOE

Member Number:

Group Number:

 Iowa Health Link
Iowa HHS

Can I get a prescription from Teledentistry.com?

Yes, Your Teledentistry.com dentist can write a prescription to help manage infection and reduce pain. However, Teledentistry.com dentists cannot prescribe controlled substances or write international prescriptions.

What should I do after my visit?

If you need follow up care, your Teledentistry.com dentist will share your consultation notes with your dental home. If you don't currently have dental home, Teledentistry.com can assist you in finding a provider in your area. Delta Dental is also available to support you—please contact [Member Services](#) at **1-888-472-2793**.

Definitions

Term	Definition
Dental emergency	When something goes wrong with your teeth, gums, or mouth and you need help from a dentist right away. Some examples include: • Toothaches • Lost tooth • Broken or fractured jaw
Dental home	Your main dentist's office, where you receive your regular care and check-ups.
Teledentistry.com	A 24/7 resource that connects you to a real dentist online.