

Delta Dental – Virtual Visits

Delta Dental of Iowa Dental Wellness Plan (DWP), DWP Kids and Hawki members now have access to TeleDentistry.com. These virtual visits are a safe way to get dental care.

Use Delta Dental – 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.

To use Virtual Visits, go to deltadentalia.com/virtual or call **866-302-0443**. Have your DWP or Hawki card or Medicaid ID number available.

For more information see the Frequently Asked Questions below.

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. Most dentists will have an emergency number or after business hours instructions. If your dentist is not available you cannot find a dentist, visit deltadentalia.com/virtual or call **866-302-0443** to get started with a Virtual Visit.

How does a teledentistry visit work?

Using your smartphone, computer or phone, the TeleDentistry.com dentist will provide an initial meeting and can write prescriptions if needed.

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

1. Log in to the Delta Dental - Virtual Visits patient portal.
2. Create an account by using the primary member's:
3. First and last name as it appears on their DWP or Hawki card
 - Medicaid ID (located on their DWP or Hawki card; seven numbers followed by a letter)
 - Date of birth
 - ZIP code
4. Fill out your e-documents.
5. Take photos of the problem area.
6. Connect with a TeleDentistry.com dentist and begin.

What happens if I need additional treatment after initial consultation?

After your Virtual Visit, the TeleDentistry.com dentist will share any meeting notes with your dentist if further treatment is needed. If you do not have a regular dentist, TeleDentistry.com or Delta Dental can help you find one. You can always visit deltadentalia.com/find-a-provider to find a dentist.

Can I get a prescription if I have a Virtual Visit?

Your TeleDentistry.com dentist can write a prescription to prevent infection or reduce pain. The TeleDentistry.com dentist cannot prescribe controlled substances or write international prescriptions.