

Orthodontic Claim Process Beginning April 1

Delta Dental of Iowa is introducing an updated payment process for orthodontic claims to align with industry standards and provide efficiencies. For any new orthodontic claims that Delta Dental processes after April 1, 2017, **claims will be paid every three-months based on the date the member has their braces put on (banding)**. Members currently in treatment will continue to have claims paid monthly.

Below are a few frequently asked questions about the updated orthodontic claim process.

FAQ

Q: I thought orthodontic benefits were paid monthly, what is changing?

A: Claims for orthodontic treatment will be paid every three months, providing dentists and members with one larger payment, rather than three separate smaller payments.

Q: Are there any changes to the orthodontic benefit?

A: There are no changes to your orthodontic benefit.

Q: Will this affect me if I currently have a child in orthodontic treatment?

A: No, members who are currently in treatment will not have any changes. These claims will continue to be paid monthly according to your orthodontic treatment schedule.

Q: My child is having braces put on at the end of March. How will this change affect me?

A: If Delta Dental processes the claim after April 1, 2017, your claim will be paid every three months based on the date your child receives their braces. In most cases, you will receive the initial payment once the claim is processed and then claims will be paid every three months.

If you have additional questions, please contact our customer service team at (800) 544-0718.