



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1804-MC-FFS-D

DATE: June 14, 2017

TO: Iowa Medicaid Dentists, Federally Qualified Health Centers (FQHC) and Indian Health Services (IHS)

APPLIES TO: Managed Care, Fee-for-Service, Dental

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Adult Dental Redesign

EFFECTIVE: Immediately

Dental Wellness Plan (DWP): The design of the program is changing, the name is not. As announced in Informational Letter [1788-D](#)¹, changes are necessary to improve and simplify the adult dental programs. Effective July 1, 2017, adult Medicaid members, age 19 and older, will be combined into a single, improved dental program. The movement of adult Iowa Medicaid members to the redesigned DWP will result in a more seamless experience for members and providers.

The Dental Wellness Plan has also been redesigned to reduce administrative burdens. The Prepaid Ambulatory Health Plan (PAHP) will provide extensive outreach to educate members in an effort to reduce the number of missed appointments. The PAHPs also have technologically advanced claims processing systems which will allow providers to know immediately, upon submission, if a claim will pay.

Reimbursement:

Dental reimbursement rates vary between the old DWP and Medicaid Fee-for-Service (FFS) dental programs. Under the redesigned DWP program, the department set actuarially sound rates which include provision for provider reimbursement at 101 percent of Iowa Medicaid FFS reimbursement rates for all populations. It was necessary to establish uniform rates for all populations to meet federal mandates.

Healthy Behaviors:

Members must complete the required healthy behaviors during their first enrollment year.

- These healthy behaviors include completion of **both**:
 1. An Oral Health Self-Assessment
 2. A Preventive Dental Service
- Completion of healthy behaviors will waive a member's premium obligation for the following year.

¹ https://dhs.iowa.gov/sites/default/files/1788-D_MedicaidAdultDentalProgramRedesign.pdf

- Failure to complete the required healthy behaviors in this first year may result in a premium obligation of no more than \$3 per month. (Members over 50 percent of the Federal Poverty Level (FPL) will have a monthly premium contribution in year two, unless they complete healthy behaviors).
- Members with a premium obligation who fail to make ongoing monthly premium payments will be eligible for reduced dental benefits only.

When providers check the member's eligibility, it will indicate if the member has full or reduced benefits. The IME offers two options for providers to confirm member eligibility; the [ELVS web portal](#)² and the telephone line at 515-323-9639 (locally in Des Moines) or 1-800-338-7752 (toll-free). Both are available 24 hours a day 7 days a week. The dental plans may be contacted at:

Delta Dental of Iowa

- Provider Services: 1-888-472-1205, Monday to Friday, 7:30 a.m. to 5:00 p.m.
- Secure Dentist Connection at www.dwpiowa.com

MCNA Dental

- Provider Services: 1-855-856-6262, Monday to Friday, 7:00 a.m. to 7:00 p.m.
- Secure Provider Portal at: <http://portal.mcna.net>

Benefits in the First Year:

- To allow members the opportunity to complete the new healthy behaviors requirement, members will have access to comprehensive dental benefits during their first year of the redesigned DWP, which include:
 - Diagnostic/Preventive Dental Services
 - Exams
 - Cleanings
 - X-rays
 - Fluoride
 - Emergency Services
 - Restorative Services
 - Non-surgical Periodontal
 - Endodontic Care
 - Crowns
 - Tooth Replacements
 - Periodontal Surgery

Benefits and Healthy Behaviors Moving Forward:

Members must complete both healthy behaviors each year to waive their premium obligation for the next year. If members complete their healthy behaviors each year, they will keep full benefits and will not have a monthly premium.

The redesigned DWP encourages members to engage in their oral health with a focus on prevention. However, it is simpler and easier to understand, for both members and providers.

² <https://ime-ediss5010.noridian.com/iowaxchange5010/LogonDisplay.do>

Provider Enrollment:

Providers who want to participate in the redesigned DWP must be a participating provider in one or both of the DWP networks administered by Delta Dental of Iowa and MCNA Dental. Additionally, providers must be enrolled with the IME at least as a Prescribing/Referring dental provider.

If you have questions, please contact the IME Provider Services Unit at 1-800-338-7909 Monday through Friday, from 7:30 a.m. to 4:30 p.m. or by email at imeproviderservices@dhs.state.ia.us.

All information regarding the DWP amendment, including the public notice, the waiver amendment, and other documentation regarding the proposal are available at <https://dhs.iowa.gov/public-notices/DWP-Redesign>.

Thank you for your continued participation in the DWP networks.