



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
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DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

## INFORMATIONAL LETTER: 858

**DATE:** November 30, 2009

**TO:** Iowa Medicaid Dentists and Federally Qualified Health Centers (FQHC)  
Providing Dental Services

**FROM:** Iowa Department of Human Services, Iowa Medicaid Enterprise

**RE:** Dental Service Providers Now Have a Way to Indicate If They Are  
Accepting New Medicaid Patients

The Federal Children's Health Insurance Program Reauthorization Act of 2009 (CHIPRA) requires that state-specific information on dental providers and benefits for children receiving SCHIP (hawk-i) or Medicaid benefits be posted on the Insure Kids Now website, which is located at <http://www.insurekidsnow.gov/state/iowa/>. Included in that requirement is a provision that the website include an indication of whether or not dentists are accepting new patients, to be updated quarterly. It is anticipated that this tool will help SCHIP and Medicaid beneficiaries across the nation who have encountered great difficulty in locating a dentist who will see them, as well as help reduce the number of inquiries to dental practices that are not accepting new patients. Accordingly, the Iowa Medicaid Enterprise (IME) has developed a new tool for providers of dental services so they can easily declare if they are currently accepting new Medicaid patients.

### **The process is very simple for enrolled providers:**

1. Go to the IME provider homepage (<http://www.ime.state.ia.us/Providers/>),
2. Go to the "Provider Tools and Resources" box (on the top right side of the page)
3. Click on the "**NEW! Dentists Accepting Clients**" link,
4. Input your business tax ID and submit,
5. Then click to set your status indicator(s)!

Your status will remain at the default setting of "unknown" until such time as you enter a change. The status can be changed at any time by repeating the above steps. Any changes made will automatically update overnight to the search tool that Medicaid members use to locate providers.

The IME appreciates your partnership as we work together to serve the needs of Iowa Medicaid members. If you have any questions, please contact IME Provider Services at 1-800-338-7909, locally at 515-725-1004 or by e-mail at: [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).