

OUR COMMITMENT TO IOWA PROVIDERS

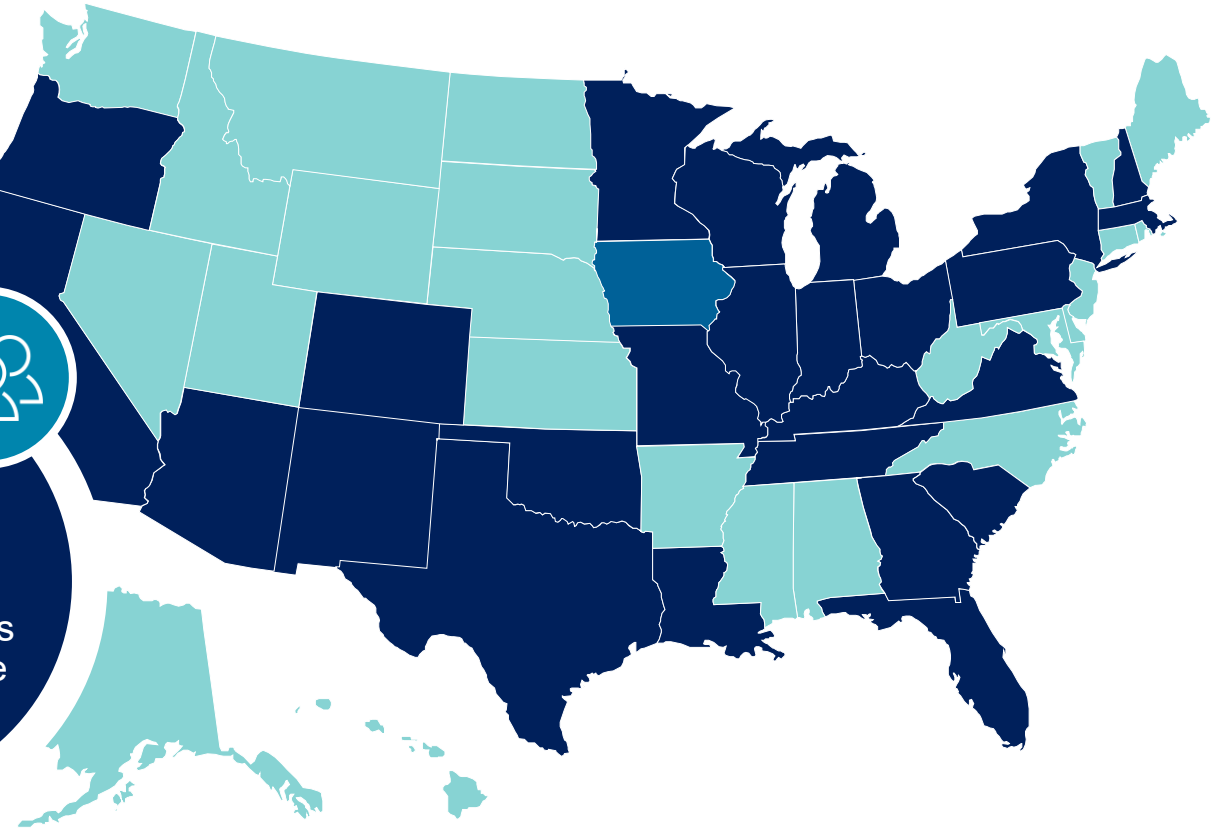
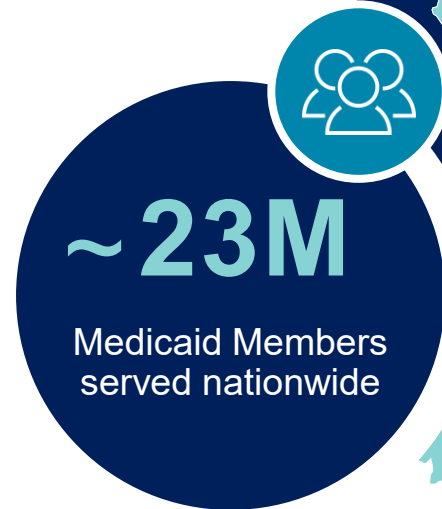
May 19, 2026

DentaQuest[®]
a Sun Life company

Why DentaQuest?

For 25+ years, Medicaid is our **CORE FOCUS**

- Member Placement and Outreach Programs
- Reliable operations and communication
- Fast issue resolution
- Clear escalation paths
- Training and resources



Our Mission
TO IMPROVE THE ORAL HEALTH OF ALL

Your Local Iowa Provider Engagement Team

Samantha Lammert

Sr. Manager, Provider Engagement

Samantha.Lammert@greatdentalplans.com

Eldora

Cyndie Svaleson

Western Counties

Cyndie.Svaleson@greatdentalplans.com

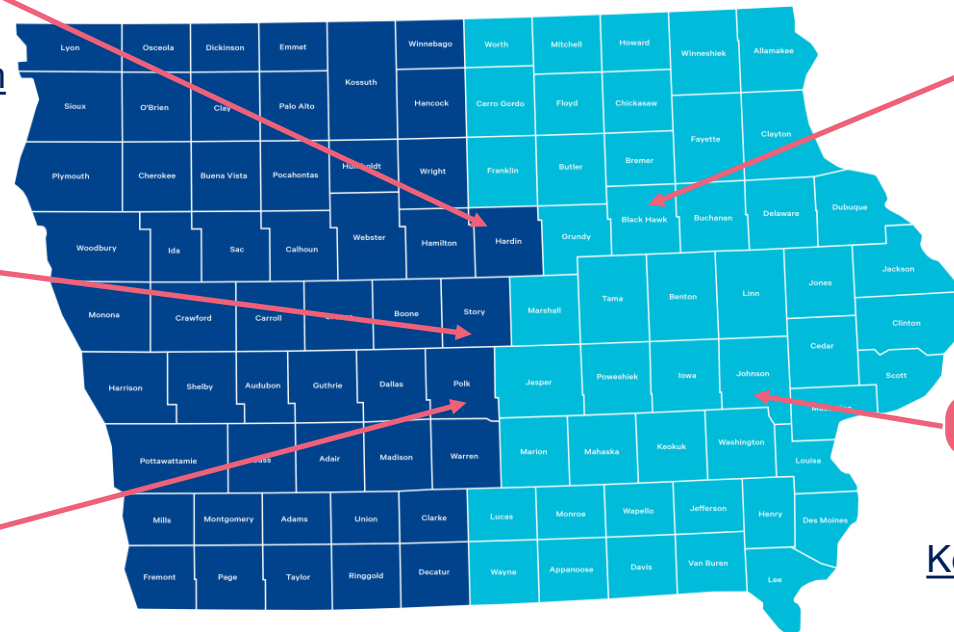
Ames

Grace Locke

Associate Provider Partner

Grace.Locke@greatdentalplans.com

Des Moines



Waverly

Dr. Austin Voves

Iowa Dental Director

319-340-1343

Austin.Voves@greatdentalplans.com

North Liberty

Kelly Heinemann

Eastern Counties

Provider Partner Consultant

Kelly.Heinemann@greatdentalplans.com

Contacting us is simple

Email: lowaproviders@dentaquest.com

Partnering for a positive transition

WHAT'S THE SAME FOR YOUR PRACTICE

- ✓ Prior Authorizations will be honored for 90 days, based on data files from other dental plans
- ✓ Covered services, clinical criteria, policies are closely aligned with current norms and not more restrictive than IA HHS
- ✓ Community Health and Safety Net Provider Support from FQHC's, University of Iowa Dental School and I-Smile Program
- ✓ Iowa-based Support
- ✓ Members will continue to have multiple dental plan options

WHAT WILL BE DIFFERENT

Effective July 1, 2026:

- ✓ More choice for DWP and Hawki members; DentaQuest will administer both DWP and Hawki;
- ✓ Some of your patients will be reassigned to DentaQuest.
- ✓ DentaQuest offers providers a choice between PriorAuthorization OR Pre-Payment Review for many services

Pre-Payment Review vs Prior Authorization

For procedures not requiring Prior Authorization, Providers have a CHOICE: Submit now as Pre-Service, or later as a Post-Service

- Please consult the Provider Office Reference Manual for CDT Code coverage and authorization requirements



✓ If you **CHOOSE** to submit the service as an **AUTHORIZATION**, the Clinical Review Process will occur. If approved and member is **ELIGIBLE**, submit claim for payment when treatment is rendered.

✓ If you **CHOOSE** to submit as a **CLAIM**, the Clinical Review Process will still occur. If approved, claim will pay.

Benefits of Pre-Payment Review:

Less burden on the Member or Parent who only needs to be seen once. No need to take off from work twice, for one service.

Provider can deliver services **immediately**, no delay in treatment.

Decreased administrative burden for providers (staffing resources to submit prior auths, re-appointing patients, etc.)

What's Next?

Interested in Participation?

- You can submit an application online [Provider Enrollment Form Entry](#) OR
- Email us at IowaProviders@dentaquest.com

Training and Orientation

- You will receive an email when our Provider Training registrations links are live on our portal.
- Dates and times are well distributed to increase availability. You and your office staff are not required to attend the same session; you may register for your convenience.
- Feel free to contact our Provider Engagement team with questions IowaProviders@dentaquest.com

Iowa Provider Medicaid Training

Registration is now open for Provider Medicaid Training. This session is designed to support providers with foundational and updated Medicaid requirements, workflows, and best practices. Click the link below to enroll in your specialized session!

[General Dentist Training](#) 

[Specialty Provider Training](#) 

[Orthodontic Provider Training](#) 

Transitions create change.
Partnerships create stability.

May 19, 2026