

Member Annual Choice and Reassignment Mailing

Iowa Dental Association
Member Medicaid
Transition Webinar

May 19, 2026



Today's agenda:

- ▶ Background & Member Reassignment
- ▶ Mailing Timeline
- ▶ Iowa Medicaid Provider enrollment
- ▶ Continuity of Care
- ▶ Questions

Background & Member Reassignment



Health and
Human Services

Background

- ▶ In February 2025, Iowa Medicaid released a Request for Proposal (RFP) to select qualified Dental Plans to deliver dental services for Iowa Medicaid members.
- ▶ On August 15, 2025, Iowa Department of Health and Human Services (HHS) selected **Delta Dental of Iowa (DDIA)** and **DentaQuest** to provide dental services starting **July 1, 2026**.
- ▶ **DentaQuest** is the new plan joining the Dental Wellness Plan (DWP) and Hawki Dental Program.
- ▶ MCNA is the plan leaving the Dental Wellness Plan. Their last day will be June 30, 2026.

Member Reassignment

- ▶ Member Reassignment occurs when a **new** Dental Plan joins the Dental Wellness Plan and Hawki Dental Programs.
- ▶ Members will be distributed between both Dental Plans to ensure equal membership.
 - Dental Wellness Plan (adult and children) and Hawki Dental Programs.

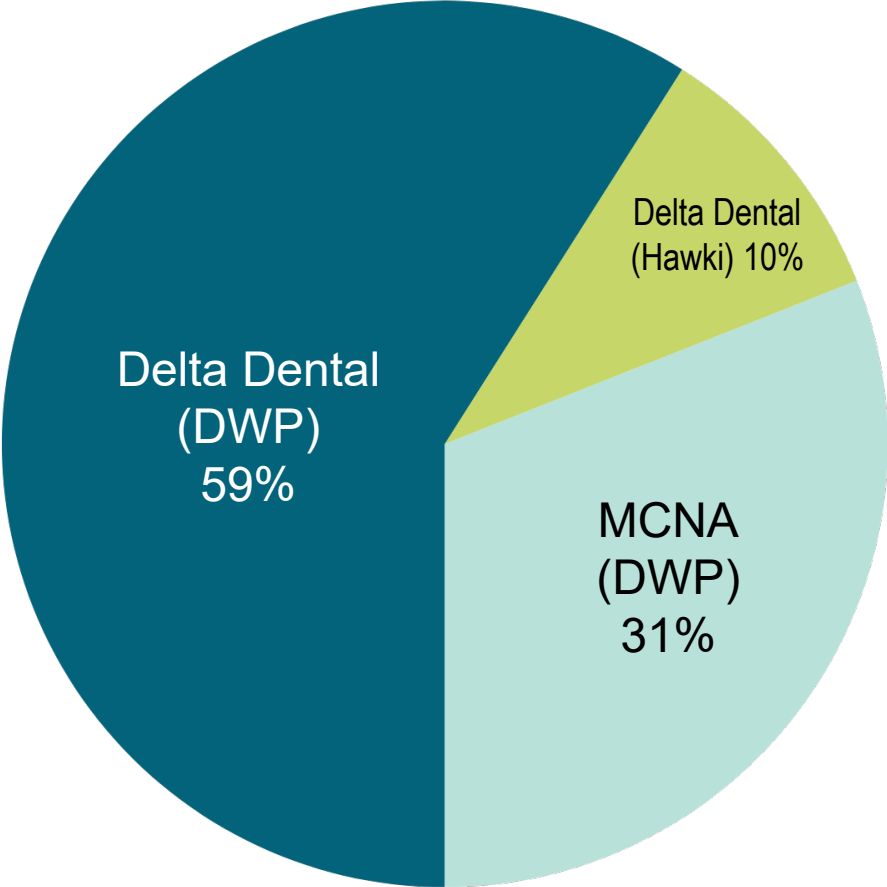
The following are the goals of the Member Reassignment logic:

- ▶ Maintain continuity of care to the best extent possible.
- ▶ The logic was designed to keep family units together.
- ▶ Parents and siblings will be assigned to the same Dental Plan.
- ▶ Equitable Member Reassignment to ensure both Dental Plans have the same membership proportion and high-risk members are distributed evenly across plans.

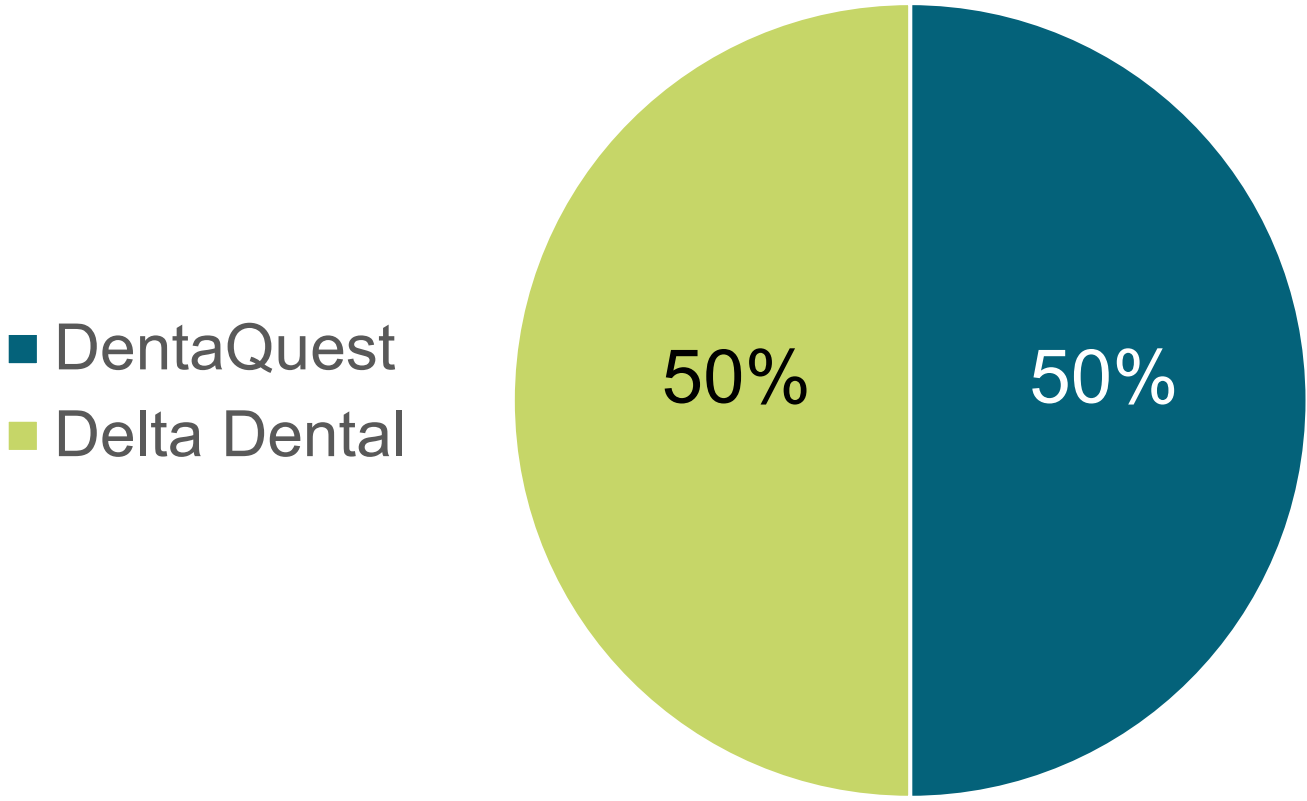
Current Market Share



DWP – Dental Wellness Plan



Market Share After Reassignment



Annual Choice Period & Dental Reassignment

Annual Choice Period

- ▶ Medicaid-eligible members can change their health or Dental Plan for any reason once every 12 months, depending on when their Medicaid eligibility began.
- ▶ This process is known as the **Annual Choice Period**.
- ▶ This year, the Annual Choice Period and the dental member Reassignment are happening at the same time.

Dental Member Reassignment

All members will have the opportunity to select a Dental Plan during the Annual Choice period, which is currently scheduled to start **April 13, 2026**.

This includes the members who were reassigned to DentaQuest, as well as members who were not reassigned.

1

Annual Choice period starts on **April 13, 2026**, through **June 19, 2026**, for an enrollment effective date of July 1, 2026.

2

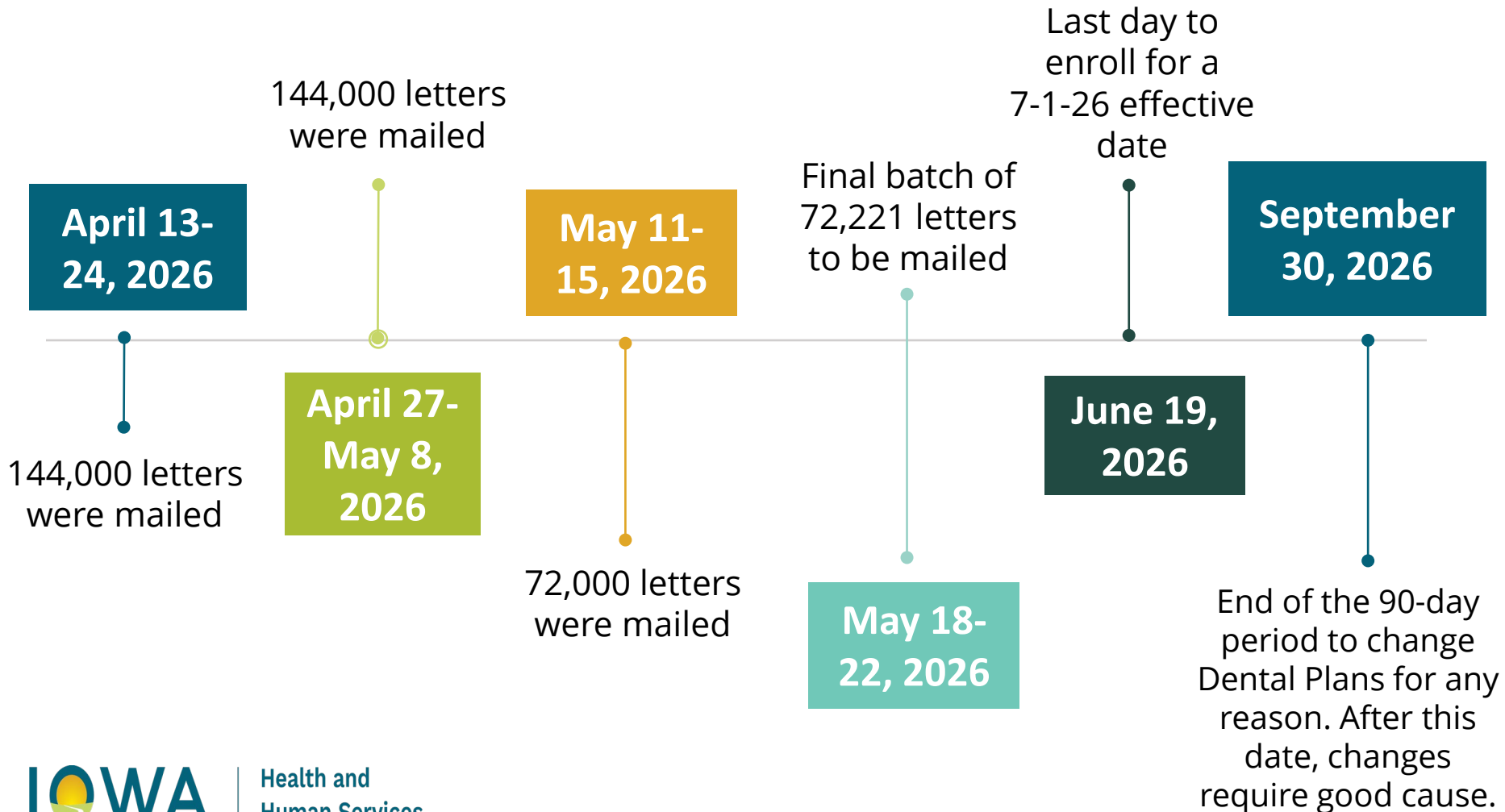
All members will receive an Annual Choice letter announcing DentaQuest and plan Reassignments effective **July 1, 2026**.

3

After **June 19, 2026**, members will have 90 days to change Dental Plans, with changes taking effect prospectively.

Mailing Timeline

Annual Choice Mailing Timeline



The last day members can make changes to their Dental Plan enrollment for it to be effective on July 1, 2026 is **June 19, 2026.**

Members have an additional 90 days after June 19, 2026, to change their Dental Plan enrollment with a prospective effective date.

Iowa Medicaid Provider Enrollment



Health and
Human Services

Provider enrollment

- ▶ All dental providers wishing to contract with Delta Dental of Iowa and/or DentaQuest must first be enrolled with Iowa Medicaid.
- ▶ Dental providers may access the Provider Enrollment Application online at [Provider Enrollment | Health & Human Services](#).
- ▶ Once approved as a provider for Iowa Medicaid, providers will need to contract with Delta Dental of Iowa and/or DentaQuest directly.
- ▶ If you have questions about Iowa Medicaid provider enrollment, please contact Iowa Medicaid Provider Services:
 - Phone: Monday to Friday 8:00 a.m. to 5:00 p.m.
 - 1-800-338-7909 (Toll Free)
 - 515-256-4609 (Des Moines Area)
 - Fax: 515-725-1155 (Fax)
 - Email: imeproviderservices@hhs.iowa.gov

Dental Plan Billing

Prior to July 1, 2026

- ▶ All claims with date of service prior to July 1, 2026, must be billed to the dental plan in which the member was enrolled at the time services were rendered.
- ▶ MCNA Provider Services will remain available through the end of December 2026
 - MCNA Provider Services phone: 1-855-856-6262
- ▶ MCNA will maintain claim processing functions until December 31, 2027.

After July 1, 2026

- ▶ All claims with date of service July 1, 2026, and forward must be submitted directly to the appropriate dental plan.
- ▶ Providers should contact:
 - Delta Dental of Iowa Provider Services at 1-888-472-1205
 - DentaQuest Provider Services at 1-866-515-6981

Continuity of Care



Health and
Human Services

Prior Authorizations (PA)

- ▶ DDIA and DentaQuest are required to honor MCNA's existing PA for a minimum of ninety (90) days, regardless of whether services are provided by participating or non-participating providers.
- ▶ In addition, DentaQuest is also required to honor existing PA issued by DDIA for a minimum of ninety (90).
- ▶ Newly enrolled members must continue to receive medically necessary covered services during the transition of care, regardless of prior authorization or referral requirements

Access to care

- ▶ Members may continue seeing their current provider, even if the provider network is closed, to ensure continuity of care.
- ▶ DDIA and DentaQuest may use Single Case Agreements or authorize out of network services when needed to maintain access to care.

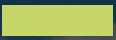
Dental Provider Resources

HHS website resources:

- ▶ To stay informed about current rules related to dental and health care, please visit the Informational Letters link below:
 - [Informational Letters.](#)
- ▶ HHS has issued two informational letters to support providers during the annual choice period and membership reassignment:
 - [MCNA Dental Exit and Transition](#)
 - [Dental Wellness Plan \(DWP\) and Hawki Provider Information.](#)

Dental provider resources:

- ▶ To stay informed about covered services, annual benefit maximums, prior authorizations, and more, please visit:
 - [Dental Wellness Plan](#)
 - [Hawki](#)
 - [Emergency Dental Services Policy](#)



Questions



Health and
Human Services