

INFORMATIONAL LETTER NO. 2580-MC-D

DATE: May 8, 2024

TO: All Iowa Medicaid Dental Providers

APPLIES TO: Managed Care (MC), Dental (D)

FROM: Iowa Department of Health and Human Services (HHS), Iowa Medicaid

RE: Dental Wellness Plan (DWP) and Healthy and Well Kids in Iowa (Hawki)
Dental Prepaid Ambulatory Health Plan (PAHP) Update

EFFECTIVE: April 1, 2024

This informational letter (IL) replaces [IL 2530](#)^{1}

The purpose of this informational letter (IL) is to announce that the Iowa Department of Health and Human Services (HHS) hereby cancels and rescinds the Request for Proposal (RFP) MED-24-004, Medicaid Iowa Dental Wellness Plan (DWP) and Healthy and Well Kids in Iowa (Hawki) Dental Prepaid Ambulatory Health Plan (PAHP).

The Agency will reissue this RFP in the future. This means any interested party would need to submit a proposal under the new RFP, once released, in order to be considered for award of a contract. A notice will be posted to Iowa [IMPACS Procurement System](#)², when a new RFP is released. Please refer to Iowa [IMPACS Procurement System](#)³ for the most current procurement related information.

Delta Dental of Iowa and Managed Care of North America, Inc. (MCNA) Dental will remain the dental carriers for the DWP. Delta Dental of Iowa will continue to provide services to both the DWP children and adults, as well as the Hawki population, while MCNA will continue to offer services to DWP children and adults.

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate PAHP:

¹ [https://secureapp.dhs.state.ia.us/imp/Information/ViewDocument.aspx?viewdocument=\(57419c8a-4792-4b86-8f5b-3f0b8cf2c084\)](https://secureapp.dhs.state.ia.us/imp/Information/ViewDocument.aspx?viewdocument=(57419c8a-4792-4b86-8f5b-3f0b8cf2c084))

² <https://bids.scquest.com/apps/Router/PublicEvent?CustomerOrg=DASIowa>

³ <https://bids.scquest.com/apps/Router/PublicEvent?CustomerOrg=DASIowa>

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@dhs.state.ia.us

Prepaid Ambulatory Health Plans (PAHPs):

Delta Dental:

- Phone: 1-888-472-1205
- Email: provrelations@deltadentalia.com
- Website: <https://www.deltadentalia.com/dwp/>

Managed Care of North America, Inc. (MCNA):

- Phone: 1-855-856-6262
- Email: [IA PR_Dept@mcna.net](mailto:IA_PR_Dept@mcna.net)
- Website: <https://www.mcnaia.net/dentists>