



INFORMATIONAL LETTER NO. 2530-MC-D

DATE: November 30, 2023

TO: Iowa Medicaid Members, Dental Providers, Health Providers

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

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

RE: HHS Announces Intent to Award New Dental Care Contracts

EFFECTIVE: November 13, 2023

HHS ANNOUNCES INTENT TO AWARD NEW DENTAL CARE CONTRACTS

On November 13, 2023, HHS announced the intent to award contracts to incumbent Delta Dental of Iowa and DentaQuest USA Insurance Company, Inc.

HHS staff will work closely with DentaQuest as they begin their operations in Iowa and will communicate with members and dental providers as this new option for dental coverage becomes available.

As part of the transformational efforts within the Medicaid program, HHS announced plans in April 2023 to request proposals for delivery of dental care services for Iowans. This move closely aligns with Iowa Medicaid's commitment to ensure all members have equitable access to high quality services in all areas of healthcare, including dental care. This process will build stability for Iowa Medicaid members and providers. It also requires both dental plans to provide Dental Wellness Plan and Hawki coverage.

Although dental care has been provided through a managed care (MC) model for several years, the dental MC contracts have not been competitively procured or had the same comprehensive review as we have done with our other MC contracts. This effort drives the innovation that is needed to provide high quality services to Iowans.

There are no immediate changes for Iowa Medicaid providers. Delta Dental of Iowa and DentaQuest will begin services on July 1, 2024. Between now and then, Iowa HHS will work with both plans to assure readiness and communicate any pertinent information impacting Medicaid members and providers over the coming months before implementation.

If you have questions, please contact Iowa Medicaid Provider Services:

Iowa Medicaid Provider Services:

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