
INFORMATIONAL LETTER NO. 2735 FFS-D

DATE: May 19, 2026

TO: All Iowa Medicaid Providers

APPLIES TO: Fee-for-Service (FFS) and Dental (D)

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

RE: MCNA Dental Exit and Transition

EFFECTIVE: July 1, 2026

Effective July 1, 2026, MCNA Insurance Company, DBA MCNA Dental will no longer be an available dental plan option through the Dental Wellness Plan.

Beginning July 1, 2026, DentaQuest, a new dental plan, will provide dental coverage to Dental Wellness Plan and Hawki members. Delta Dental of Iowa will continue to serve members for both programs.

During the months of April and May 2026, members received mailed notices regarding dental plan assignments and member choice timeframes. Please visit [Annual Choice | Health & Human Services](#)¹ for additional information.

This informational letter provides guidance on dental plan billing, member eligibility verification, and transition - related information for providers.

Dental Plan Billing

All claims with date of service July 1, 2026 and forward must be submitted to the member's assigned dental plan and follow the plan's claims submission process.

Claims with date of services prior to July 1, 2026, must be billed to the dental plan in which the member was enrolled on the date the service was provided.

¹ <https://hhs.iowa.gov/medicaid/plans-programs/iowa-health-link/annual-choice>

Verify Member Eligibility

Providers are required to verify members' eligibility through the Eligibility and Verification Information System (ELVS).

To verify member eligibility, call the ELVS phone line at:

- 1-515-323-9639 (locally in Des Moines)
- 1-800-338-7752 (toll-free)

The ELVS web portal is another option for providers in lieu of calling the ELVS line. Each provider must enroll through the Electronic Data Interchange Support Services (EDISS). The [ELVS web portal](#)² allows for multiple eligibility checks, whereas the ELVS phone system only allows for one (1) at a time.

- A Login ID and password may be obtained by:
 - Submitting the [Access Request Form](#)³ to EDISS
 - 1-800-967-7902 (toll-free)

Transition Reminder for Providers

- 1) Claims with Date of Service Prior to July 1, 2026:
 - MCNA Dental Provider Services will be available through the end of December 2026 at 1-855-856-6262
 - MCNA Dental will maintain claims processing functions until December 31, 2027, to complete adjudication of all claims for any services provided prior to July 1, 2026.
 - MCNA Dental Member Services will be available through August 15, 2026 at 1-855-247-6262
- 2) Claims with Date of Services After July 1, 2026:
 - Providers should contact:
 - Delta Dental of Iowa Provider Services at 1-888-472-1205
 - DentaQuest Provider Services at 1-866-515-6981
- 3) Prior Authorizations:
 - Delta Dental of Iowa (DDIA) and DentaQuest are required to honor MCNA Dental's prior authorizations for a minimum of ninety (90) days, regardless of provider network status.

²https://esp.noridian.com/nidp/idff/sso?id=AC_IME&sid=0&option=credential&sid=0&target=https%3A%2F%2Fime-ediss5010.noridian.com%2Fiowaxchange5010%2FLogonDisplay.do

³ <https://www.edissweb.com/dashboard>

- Both DDIA and DentaQuest may choose to honor prior authorizations beyond 90 days. Providers should contact the plan directly to confirm specific prior authorization policies.
- DentaQuest is also required to honor existing prior authorizations issued by DDIA for a minimum of ninety (90) days,
- Newly enrolled members must continue to receive medically necessary covered services during the transition period, even if prior authorization or referral requirements would otherwise apply.
- DDIA and DentaQuest must allow enrolled members to continue seeing their current provider even if the provider network is closed due to the plan meeting network access requirements.
- DDIA and DentaQuest may establish Single Case Agreements with Iowa Medicaid-enrolled providers or authorize out-of-network care beyond the initial ninety (90) days of the contract to ensure continuity of care for members receiving services outside the network.

4) Electronic Funds Transfer (EFT):

To register or manage account changes, visit:

- Delta Dental of Iowa: <https://www.deltadentalia.com/dentists/>⁴
- DentaQuest: <https://www.dentaquest.com/en/providers>⁵

5) Billing for Orthodontic Treatment:

Please reference the [Iowa Medicaid Orthodontic Treatment Administrative Guide](#)⁶

⁴ <https://www.deltadentalia.com/dentists/>

⁵ <https://www.dentaquest.com/en/providers>

⁶ <https://hhs.iowa.gov/media/10611/download?inline=>

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate Dental Plan.

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@hhs.iowa.gov

Dental Plans:

Delta Dental:

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

MCNA Dental:

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

DentaQuest:

- Phone: 1-866-515-6981
- Email: lowaproviders@dentaquest.com
- Website: <https://www.dentaquest.com/en/providers>