

INFORMATIONAL LETTER NO. 2241-FFS-D

DATE: July 2, 2021

TO: All Iowa Medicaid Dentists, Federally Qualified Health Centers (FQHC), and Indian Health Services (IHS)

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

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Transition of Children's Medicaid Dental Benefit to Pre-Ambulatory Health Plans (PAHP)

EFFECTIVE: July 1, 2021

As a follow up to [Informational Letter \(IL\) 2189-FFS-D¹](#), the purpose of this IL is to remind dental providers that the IME will be transitioning the administration of children's Medicaid dental benefits from FFS to PAHPs beginning July 1, 2021. This impacts children currently enrolled in FFS age 18 and under.

While a very small population will remain in FFS, most children will be assigned to either Delta Dental of Iowa (DDIA) or Managed Care of North America (MCNA). Eligibility and plan assignment can be verified by using the IME Eligibility and Verification System (ELVS) line at 1-800-338-7752.

Any services rendered to a Medicaid child prior to July 1, 2021, should still be submitted to the IME as they currently are. Services provided on or after July 1, 2021, must be submitted to either DDIA or MCNA for members assigned to them.

Affected children have been assigned to either DDIA or MCNA for an effective date of July 1, 2021. Households were notified by mail of their dental carrier assignment in early June. Members can switch dental carriers for any reason through September 30, 2021. After that, members must meet "good cause" to switch. In addition, members will also have an annual choice period where they can change dental carriers. As a reminder, it is important for providers to check a member's eligibility before rendering any services to assure coverage and to know which entity to bill.

¹ <https://secureapp.dhs.state.ia.us/IMPA/Information/ViewDocument.aspx?viewdocument=308a8ebb-7025-4932-9789-2a0689b32f00>

Federal law prohibits providers from “steering” a member (making recommendations for or against enrollment with a specific carrier). If your dental office does not participate in one of the dental plans, members should be aware before a referral is accepted.

During the initial 90-day transition period, any Medicaid FFS non-expired prior authorizations will be honored through September 30, 2021. In addition, claims submitted to either DDIA or MCNA from a non-network provider will be honored (if medical necessity is met) by the dental plans through September 30, 2021.

For any billing or enrollment inquiries, the contact information for each dental plan administrator is provided below:

Delta Dental of Iowa		MCNA Dental	
DWP Provider Services - Billing / Claims - Eligibility - Benefits - Care coordination	1-888-472-1205	Provider Hotline - Billing / Claims - Eligibility - Benefits - Care coordination	1-855-856-6262
	1-888-472-2793 or arasmusson@deltadentalia.com		1-800-494-6262 (Ext. 022) casemanagement@mcna.net
Provider Relations	provrelations@deltadentalia.com	Provider Relations	ia_pr_dept@mcna.net
Website	www.dwpiowa.com	Website	www.mcnaia.net
Online dentist portal	www.dwpiowa.com	Online dentist portal	https://portal.mcna.net
Address:	Delta Dental of Iowa Dental Wellness Plan PO Box 9040 Johnston, IA 50131-9040	Address:	MCNA Dental Attn: Provider Relations PO Box 29008 San Antonio, TX 78229

Iowa Medicaid Enterprise	IME Provider Services	1-800-338-7909 / 515-256-4609
	ELVS (Eligibility Verification System) Line	1-800-338-7752 / 515-323-9639