



Delta Dental of Iowa is rolling out a new format for our newsletter! Notice the new name Dental Dash. The new format will be electronic and you will see about 6 newsletters a year.



Reopening Support Payment

As dental offices begin to reopen, we understand that you and your staff face new challenges to safely provide patients the same great care you always have.

To help you get your practice ready to serve patients again, Delta Dental of Iowa is introducing the Reopening Support Payment. Below are details on the payment:

- Participating network (Premier, PPO, and Hawki) dentists will receive \$10 for each claim they file for Delta Dental of Iowa members. We are still finalizing payments for DWP members.
- The support payment will apply to services members receive between May 1 and August 31, 2020.
- These support payments will be applied to all claims and there is no need to submit for payment.
- The first payments will begin around June 15.

Delta Dental will be sharing information with our members about safely resuming dental visits. Our hope is that the Reopening Support Payment can be used to help you make facilities and safety upgrades so you can focus on what you do best: providing your patients access to needed dental care and services.

As always, if you have any questions, please feel free to contact our professional relations team at 800-544-0718 or provrelations@deltadentalia.com. For more details on payment see our [frequently asked questions](#) or visit www.deltadentalia.com/dentists.



Teledentistry Coding

As dentists have begun using telecommunication technology for patient care during the COVID-19 crisis, Delta Dental wants to remind offices it is important to document the encounter in the patient's record. This includes date/time/duration of encounter, reasons for encounter and associated clinical notes.

When the dentist is using telecommunication technology to triage a patient and provide guidance on dental care, it can be appropriate to bill a D0140 (limited oral evaluation-problem focused) to Delta Dental. If a provider's office is using technology to make a dental appointment, coordinate care, or follow up on care that has already been provided, a D0140 would **not** be appropriate in those situations. The teledentistry codes are administrative in nature and document how the services were delivered. Delta Dental does not pay the teledentistry codes and are "*Not Billable to the Patient*" for all network dentists.

Delta Dental will pay for the associated services delivered via telehealth in line with a member's benefits.



Prior Authorization Extended for 90 Days

We understand that the COVID-19 crisis has been very disruptive to you and your dental practice. With many offices limiting services over the last few months, we understand you may have had to cancel or delay services for many of your patients. If you have any prior authorizations for Delta Dental of Iowa patients that would have expired March 1 - June 30, 2020, we will extend these prior authorizations 90 additional days. This applies to all Delta Dental of Iowa members including Dental Wellness Plan and Hawki members.



PPO Bonus Pool Program

Delta Dental of Iowa introduced a PPO Bonus Program in 2019 to thank our general dentists for their participation in our PPO network.

To earn cash back, dentists had to meet specific requirements for the program and at the end of 2019 those dentists were then eligible to receive cash back. Dentists participating in our 2019 PPO bonus pool

received up to \$12,000 each, by meeting the criteria in our incentive program.

Delta Dental of Iowa will again be offering a Bonus Program in 2020 for those qualifying dentists! Details on requirements were sent to your offices in February 2020.



2020 University of Iowa College of Dentistry Names Student Award

Delta Dental of Iowa presents Ms. Katelyn M. Stine with the \$3,000 Treatment Planning and Documentation Award for demonstration of exemplary skills in the treatment planning of patients' need, the case presentation of available treatment options and the documentation of the best practices in the patient's clinical record.

The College of Dentistry will be presenting the award at a Virtual Awards Ceremony on Friday May 22, 2020.



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