

**INFORMATIONAL LETTER NO. 2189-FFS-D**

**DATE:** November 20, 2020

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

**APPLIES TO:** Pre-Ambulatory Health Plans (PAHP), 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 PAHP

**EFFECTIVE:** July 1, 2021

This letter is to inform dental providers that the IME will be transitioning the administration of children’s Medicaid dental benefits from FFS to a PAHP beginning July 1, 2021. This impacts children currently enrolled in FFS aged 0-19 years.

This change does not impact the Hawki program. Hawki children will continue to be enrolled with and receive dental benefits through Delta Dental of Iowa (DDIA).

Iowa Medicaid will work with the two existing dental benefit administrators, DDIA and Managed Care of North America (MCNA) to administer the children’s Medicaid dental benefit.

The children’s Medicaid dental benefit package will stay the same, but members will now have the option to choose between either DDIA or MCNA as their dental plan carrier.

The Department is committed to working with DDIA, MCNA, providers, and members to make this transition as seamless as possible; assuring continuity of care is a priority for Medicaid members.

In compliance with federal regulations, dental providers will still need to be enrolled with Medicaid in addition to the appropriate dental plan. Contact information for enrollment questions for each entity is provided below:

**IME Provider Services Unit for FFS Enrollment:**

- Provider Services: 1-800-338-7909

**Delta Dental of Iowa (DDIA) Provider Services:**

- Provider Services: 1-800-472-1205

**Managed Care of North America (MCNA) Provider Services:**

- Provider Services: 1-855-856-6262

Future informational letters with guidance will be forthcoming. A Frequently Asked Question (FAQ) document can be found [on the Department's website](#)<sup>1</sup>. If you have specific questions you would like addressed, please email Heather Miller, RDH at [hmiller@dhs.state.ia.us](mailto:hmiller@dhs.state.ia.us).

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<sup>1</sup> [https://dhs.iowa.gov/sites/default/files/Children\\_Dental\\_Transition\\_QA.pdf](https://dhs.iowa.gov/sites/default/files/Children_Dental_Transition_QA.pdf)