

# New Dental Wellness Plan Website Coming February 1

Delta Dental of Iowa is excited to announce that we will be combining the secure and public websites for the Dental Wellness Plan ([dwpiowa.com](http://dwpiowa.com)) and Delta Dental ([deltadentalia.com](http://deltadentalia.com)) starting February 1.

## Here's what you need to know for February 1



Go to [www.deltadentalia.com/dentists](http://www.deltadentalia.com/dentists) to log into your Delta Dental and DWP Dentist Connection. Be sure to bookmark this page for quick access and to get updates from Delta Dental.



You will continue to have **the same functionality in the new Dentist Connection** as in the DWP website, including access to patient information, payments, attachments, inquiries and more.



Use your **Delta Dental credentials** to log into the Dentist Connection to access information on your DWP and Delta Dental patients. If you do not have a Delta Dental of Iowa account, click on "[New user? Sign up.](#)" from the login box and follow the prompts.



If you have any questions about your patients, use the following contact:

- 800-544-0718 for your Delta Dental and *hawk-i* patients
- 888-472-1205 for your DWP patients

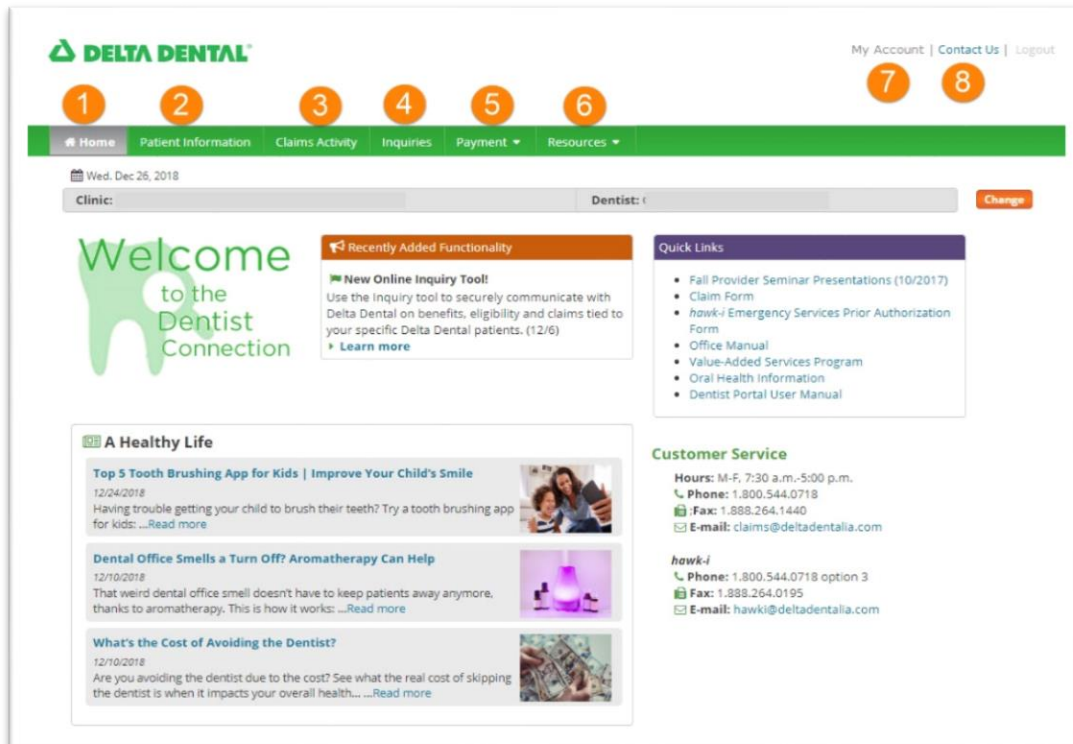
## Frequently Asked Questions

<p>I don't have a username and password for <a href="http://deltadentalia.com">deltadentalia.com</a>, how do I set up an account?</p>	<p>You will need to:</p> <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.deltadentalia.com/dentists">www.deltadentalia.com/dentists</a>.</li> <li>2. Select "New User? Sign Up Now."</li> <li>3. Follow the prompts and complete the form.</li> <li>4. Delta Dental will then verify your request and then set up your account.</li> </ol>
<p>Do I need to do anything special on February 1 to access the updated <a href="http://deltadentalia.com">deltadentalia.com</a>?</p>	<p>It is a good idea to clear your cookies to make sure you are viewing the most current website. For instructions on how to clear your cache or browsing history, you can visit <a href="http://www.refreshyourcache.com">www.refreshyourcache.com</a> for your specific browser (Chrome, Internet Explorer, etc.).</p>
<p>What are the major differences between the two websites?</p>	<p>The Delta Dental Dentist Connection has the same functionality as the DWP Dentist Connection, but in an easier to use format, one central location and improved site speed.</p>

<p>How do I submit electronic claims, I don't see that on the Delta Dental Dentist Connection main menu?</p>	<p>To submit e-batch claims, you will now need to go to Patient Information, search for the patient, select the Submit Claims tab and then complete the required claim information.</p>
<p>Will I be able to see prior claims for my DWP patients on <a href="http://deltadentalia.com">deltadentalia.com</a> or will I need to access <a href="http://dwpiowa.com">dwpiowa.com</a>?</p>	<p>By going to <a href="http://deltadentalia.com/dentists">deltadentalia.com/dentists</a> and using the secure Dentist Connection, you will be able to see patient information, claims activity, payments and more for your Delta Dental of Iowa, <i>hawk-i</i>, and DWP patients all in one location.</p>
<p>Will I be able to view prior authorizations (PAs) on the Delta Dental site (<a href="http://deltadentalia.com">deltadentalia.com</a>) for my DWP patients?</p>	<p>Yes, go to <a href="http://deltadentalia.com/dentists">deltadentalia.com/dentists</a> and log into your account. You can access PAs two different ways by selecting the Patient Information tab or selecting the Claims tab. Using the search function within these areas allows you to look up the PA status.</p>
<p>How will I know what benefits my DWP patient is eligible for?</p>	<p>Your DWP patients will list "DWP" as the group name and under the patient information you can see their benefit level, benefit level start/end date, oral health self-assessment completed and preventive service completed.</p>
<p>Do my patients need to do anything different when going to the Delta Dental website?</p>	<p>DWP members will still be directed to use <a href="http://www.dwpiowa.com">www.dwpiowa.com</a>, but will be redirected to the new site at <a href="http://www.deltadentalia.com/dwp">www.deltadentalia.com/dwp</a>.</p>
<p>Will my DWP patients still be able to view their benefits online?</p>	<p>Yes, DWP members will be able to access our secure Member Connection to view their claims, benefits, print an ID card and more. DWP members with a current DWP Member Connection account will be required to re-register for a Delta Dental Member Connection account. They will need their name as it appears on their DWP ID card, Medicaid ID number and an email address to register.</p>
<p>I still have questions about using the Delta Dental website to view information on my DWP patients?</p>	<p>There are a number of resources for you online at <a href="http://www.deltadentalia.com/dentists">www.deltadentalia.com/dentists</a> on how to register for an account and a user manual. You can always call Delta Dental at 800-544-0718 or email <a href="mailto:provrelations@deltadentalia.com">provrelations@deltadentalia.com</a>.</p>

## New Delta Dental and DWP Dentist Connection

Below is a screenshot of the Dentist Connection along with a quick reference on each screen feature.



1. **Home Screen** – includes links to patient information, claims, inquiries, payment, resources and more.
2. **Patient Information** – search for your patients to view eligibility, benefits, frequencies, preventive history, pre-d/prior authorizations, benefit estimate, claims and submit claims.
3. **Claims Activity** – links to your claim information.
4. **Inquiries** – links to the Customer Service Inquiries.
5. **Payment** – view your remittance advice (RA) and direct deposit sign up form.
6. **Resources** – access forms, manuals, events, educational materials and Value-Added Services.
7. **My Account** – allows you to change online account information.
8. **Contact Us** – information on how to contact Delta Dental.

## Contact Information

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### Group, Individual & *hawk-i* Patients

claims@deltadentalia.com

hawk-i@deltadentalia.com

Phone: 800-544-0718

Fax: 888-264-1440

### Dental Wellness Plan (DWP) Patients

dwpmembers@deltadentalia.com

Phone: 888-472-1205

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