



INFORMATIONAL LETTER NO. 2426-MC-FFS-CVD

DATE: March 20, 2023

TO: Iowa Medicaid Physicians, Dentists, Advanced Registered Nurse Practitioners, Therapeutically-Certified Optometrists, Podiatrists, Pharmacies, Home Health Agencies, Rural Health Clinics, Clinics, Skilled Nursing Facilities, Intermediate Care Facilities, Nursing Facilities – Mental ILL, Federally Qualified Health Centers (FQHC), Indian Health Service, Maternal Health Centers, Certified Nurse Midwife, Community Mental Health, Family Planning, Residential Care Facilities, Intermediate Care Facilities for Individuals with Intellectual Disability (ICF/ID), State- and Community-Based ICF/ID Providers, Physician Assistants

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS), Coronavirus Disease (CVD)

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

RE: End of COVID-19 Public Health Emergency (PHE) Pharmacy Allowances

EFFECTIVE: May 12, 2023

[Informational Letter \(IL\) 2119-MC-FFS-CVD¹](#) and [IL 2123-MC-FFS-CVD²](#) established pharmacy allowances in accordance with COVID-19 PHE pharmacy policies and benefits. With the announcement that the PHE will end on May 11, 2023, the following pharmacy allowances will revert to Iowa Medicaid pharmacy policies and benefits in effect prior to the PHE.

I. Override for Early Refill/Refill Too Soon

Overrides can no longer be processed by the pharmacy with a submission clarification code for FFS or MC. The pharmacy must contact the appropriate help desk for consideration of an allowance for an early refill for circumstances such as: change in dose, travel, or lost, stolen, or destroyed medication.

¹ <https://secureapp.dhs.state.ia.us/IMPA/Information/ViewDocument.aspx?viewdocument=3e4bdb11-0b1e-4e25-b80e-fa0ca408012f>

² <https://secureapp.dhs.state.ia.us/IMPA/Information/ViewDocument.aspx?viewdocument=8c5a0344-a4ab-4169-9c1a-dfd5647fd96e>

2. Days' Supply

The maximum days' supply permitted to be dispensed at a time will revert to a one-month supply of covered prescription and nonprescription medication. Contraceptives may be prescribed in three-month quantities. This applies to FFS and MC.

3. Pharmacy Benefit Manager (PBM) or Program Integrity (PI) Audits

PBMs or PI may resume pharmacy audits. Any pharmacy audits covering the PHE period must consider policy changes applied to pharmacy benefits during this period.

4. Patient Signature

Patient signature requirements for service documentation on delivered and picked-up prescriptions will revert to FFS and MC requirements in place prior to the PHE. Pharmacies must continue to provide patient counseling and documentation of delivery that is consistent with Iowa Board of Pharmacy requirements.

FFS will continue to waive all **member prescription copayments**. These copayments will be reinstated with other cost sharing and copays at a date announced through an IL.

If you have questions, please contact the Iowa Medicaid pharmacy point-of-sale (POS) help desk or the appropriate managed care organization (MCO):

Iowa Medicaid Pharmacy POS help desk for FFS members:

- 1-877-463-7671 or 515-256-4608 in the Des Moines area
- Provider email: imeproviderservices@dhs.state.ia.us

Amerigroup Iowa, Inc.:

- Provider services: 1-800-454-3730
- Provider email: iowamedicaid@amerigroup.com
- Website: <https://providers.amerigroup.com/ia>

Iowa Total Care:

- Provider services: 1-833-404-1061
- Provider email: Providers may send email using their account on the ITC website.
- Website: <https://www.iowatotalcare.com>