



INFORMATIONAL LETTER NO. 2505-MC-FFS

DATE: October 18, 2023

TO: All Iowa Medicaid Providers

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

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

RE: Electronic Data Interchange Support Services (EDISS) Registration

EFFECTIVE: Immediately

All providers must ensure their registration with EDISS, which is located within [EDISS Connect](#)¹, is **accurate** and **up to date** to avoid issues with their electronic transactions.

Providers can use the FAQs section at the bottom of the [EDISS Connect login page under the “Help” tab](#)² to answer questions such as what to do if they forgot their username or password, if their password expired or if their account has been inactive for 90 or more days. Providers can also contact EDISS at 800-967-7902 if they prefer to speak to a customer service representative.

If a provider would like the ability to submit a transaction themselves, they need to ensure they have selected themselves as the one that will be conducting the transaction in their EDISS Connect account. This means they will need to check the “I will and/or” box associated to the appropriate transaction. Once approved by EDISS, a provider will be issued separate credentials to do so via fax. If a provider had credentials issued previously but they are no longer aware of what they are, they can contact EDISS and have their credentials resent to them. Once a provider has their credentials, they can use them to connect to the EDI Gateway or log into the Iowa Medicaid Web Portal to submit transactions.

EDISS Connect documentation and FAQs can be found under the [EDISS Connect “Help” tab](#)³. EDISS supports and EDI-related providers are encouraged to reach out to EDISS for assistance at 800-967-7902 or support@edissweb.com.

¹ <https://connect.edissweb.com/web/guest/help>

² <https://connect.edissweb.com/web/guest/help>

³ <https://connect.edissweb.com/web/guest/help>

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate MCO:

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@dhs.state.ia.us

Amerigroup Iowa, Inc.:

- Phone: 1-800-454-3730
- Email: ProvidersolutionsIA@amerigroup.com
- Website: <https://providers.amerigroup.com/ia>

Iowa Total Care:

- Phone: 1-833-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

Molina Healthcare of Iowa:

- Phone: 1-844-236-1464
- Email: iaproviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider portal: <https://www.availity.com/molinahealthcare>