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## INFORMATIONAL LETTER NO. 2563-MC-FFS-D

**DATE:** February 28, 2024

**TO:** Iowa Medicaid Pharmacies, Pharmacists, Physicians, Physician Assistants, Advanced Registered Nurse Practitioners, Dentists, Therapeutically Certified Optometrists, Podiatrists, Certified Nurse Midwife

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

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

**RE:** Pharmacy Provider Resources

**EFFECTIVE:** Immediately

Last week, Iowa Health and Human Services (HHS) sent out [Informational Letter No. 2562-FFS<sup>1</sup>](#) regarding the impact [Change Healthcare's nationwide outage<sup>2</sup>](#) is having on the Pharmacy Point of Sale (POS) system for the Iowa Medicaid Fee-for-Service (FFS) population.

At this time, please utilize Iowa Medicaid pharmacy resources and FFS pharmacy POS updates at the [Iowa HHS Medicaid Pharmacy webpage<sup>3</sup>](#). The current Preferred Drug List (PDL) and Drug Prior Authorization (PA) Criteria Chart will be posted here until the usual Change Healthcare webpages are restored.

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](mailto:imeproviderservices@dhs.state.ia.us)

**Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: [providerrelations@iowatotalcare.com](mailto:providerrelations@iowatotalcare.com)
- Website: <https://www.iowatotalcare.com>

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<sup>1</sup> <https://secureapp.dhs.state.ia.us/IMPA/Information/Bulletins.aspx>

<sup>2</sup> <https://status.changehealthcare.com/>

<sup>3</sup> <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/medicaid-pharmacy>

**Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: [iaproviderrelations@molinahealthcare.com](mailto:iaproviderrelations@molinahealthcare.com)
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

**Wellpoint Iowa, Inc. (formerly Amerigroup Iowa, Inc.):**

- Phone: 1-833-731-2143
- Email: [ProviderSolutionsIA@wellpoint.com](mailto:ProviderSolutionsIA@wellpoint.com)
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>