



INFORMATIONAL LETTER NO. 2562-FFS

DATE: February 23, 2024

TO: Iowa Medicaid Pharmacy

APPLIES TO: Fee-for-Service (FFS)

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

RE: Pharmacy System Issues

EFFECTIVE: Immediately

Earlier in the week, Iowa Health and Human Services (HHS) sent out messaging that Change Healthcare, an Optum affiliate, was experiencing a [nationwide outage](#)¹.

Change Healthcare operates the Pharmacy Point of Sale system for the Iowa Medicaid fee-for-service (FFS) population. Change Healthcare's eligibility lookup, prior authorization (PA) system and billing applications are currently unavailable, with no estimated timeframe for restoration. During this time, we are removing all PA mandates and refill too soon edits for prescriptions dispensed February 21 through system restoration.

To keep our population healthy and safe, HHS requests that pharmacies, in good faith, continue to fill prescriptions at the prescribed quantity; not to exceed a 30-day supply for Medicaid enrollees in FFS (not assigned to a managed care organization). Once the Change Healthcare systems are back online and operational, Iowa Medicaid and Change Healthcare will assist with claim submissions and provide any necessary overrides.

Pharmacies should not bill, demand or otherwise seek reimbursement from that member (or that member's representative) for any service where reimbursement will be available at a later date.

For questions regarding a participant's eligibility, you may utilize the Electronic Visit Verification System (ELVS), or call the hotline at 800-338-7752 or 515-323-9639 (local). If additional assistance is needed, please contact the Pharmacy Point of Sale system Helpdesk at 877-463-7671 or 515-256-4608 (local).

¹ <https://status.changehealthcare.com/>