
INFORMATIONAL LETTER NO. 2631-FFS

DATE: October 7, 2024

TO: Iowa Medicaid Physicians, Dentists, Advanced Registered Nurse Practitioners, Therapeutically Certified Optometrists, Podiatrists, Pharmacies, Home Health Agencies (HHA), Rural Health Clinics, Clinics, Skilled Nursing Facilities, Intermediate Care Facilities (ICF), 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 the Intellectually Disabled (ICF/ID) State, Community-Based ICF/ID Providers, Physician Assistants

APPLIES TO: Fee-for-Service (FFS)

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

RE: Update Regarding Pharmacy Prior Authorization (PA)

EFFECTIVE: Immediately

Update on Change Healthcare Network Outage

As Iowa Health and Human Services (HHS) has previously reported, Change Healthcare, which operates the Iowa Medicaid Fee-for-Service (FFS) pharmacy program, experienced a significant cybersecurity issue on February 21, 2024. We would like to thank you for your continued efforts to serve Iowa Medicaid members during the outage.

Prior Authorization (PA) Process:

Prior Authorizations (PA) will transition back to a fax-based submission.

- PA requests should be faxed to 800-574-2515.

- The Preferred Drug List (PDL) is available for reference on the [PDL webpage](#)¹ on the [Iowa Medicaid PDL website](#)².
- PA forms are available on the [PA Forms webpage](#)³ on the [Iowa Medicaid PDL website](#)⁴.
- Providers requiring assistance with submitting a PA may contact the Pharmacy PA Helpdesk at 877-776-1567 or 515-256-4607 (local).

We genuinely appreciate your patience, understanding and continued care of our Iowa Medicaid clients.

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 PA Helpdesk at 877-776-1567 or 515-256-4607 (local).

¹ <https://www.iowamedicaidpdl.com/pa-pdl/preferred-drug-lists.html>

² <https://www.iowamedicaidpdl.com/>

³ <https://www.iowamedicaidpdl.com/pa-pdl/pa-forms.html>

⁴ <https://www.iowamedicaidpdl.com/>