



INFORMATIONAL LETTER NO. 2578-FFS-D

DATE: March 28, 2024

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

APPLIES TO: Fee-for-Service (FFS), Dental (D)

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

RE: Update Regarding Pharmacy System Issues

EFFECTIVE: Immediately

Update on Change Healthcare Network Outage

As Iowa Health and Human Services (HHS) previously reported, Change Healthcare, which operates the Iowa Medicaid fee-for-service (FFS) pharmacy claims system, 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.

We are pleased to report that starting on March 28, 2024, at 2:00 p.m. CST, pharmacy claims will begin processing again. Additionally, the Change Healthcare helpdesk personnel will be available to assist pharmacies with claims processing. **Effective, March 28, 2024**, when claims processing begins, providers and pharmacies may contact the helpdesk using the same pharmacy helpdesk number at **1-877-463-7671 or 515-256-4608 (local)**.

Information for Submitting Claims for Drugs that were Dispensed During the Outage:

- Pharmacies are encouraged to submit claims from the earliest date of service to the most recent date of service, to avoid incorrect processing due to sequencing of submissions.
- In an effort to reduce pharmacy burden, HHS is bypassing certain condition codes related to the reject codes below for claims dispensed during the outage period:
 - Reject Code 75 – Prior Authorization (PA) Required

- Reject Code 76 – Plan Limitations Exceeded
- Reject Code 79 – Refill Too Soon
- Please expect higher than average call volume to our helpdesk, as well as potential congestion with switch vendors (i.e., RelayHealth) during resubmission.
- Pharmacies should reimburse any FFS eligible member that paid cash for a prescription during the time of the outage by submitting the claim to Medicaid for reimbursement.

Interim Prior Authorization (PA) Process:

- PA requirements were lifted during the outage period and will resume **March 29, 2024**.
 - Until all systems are restored, PAs will transition from a fax-based to a phone intake submission to the PA Helpdesk at **1-877-776-1567 or 515-256-4607 (local)**.
 - Helpdesk staff will intake information based on the Preferred Drug List and PA criteria posted on the [Medicaid Pharmacy webpage¹](#) on the HHS website.
 - The request will be reviewed by the clinical team, and a verbal notification will be provided.
 - Prescribers may provide additional information related to any denial or submit a subsequent request.

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

For questions regarding a participant's eligibility, you may utilize the Electronic Visit Verification System (ELVS) or call the hotline at **1-800-338-7752 or 515-323-9639 (local)**. If additional assistance is needed, please contact the Pharmacy Point of Sale system Helpdesk at **1-877-463-7671 or 515-256-4608 (local)**.

¹ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/medicaid-pharmacy>