

Transition Update

December 19, 2024



Provider Services

What is Provider Services?

Provider Services is who Iowa Medicaid providers contact if they have a problem with their enrollment, services, need assistance filling out form or have a question related to Medicaid.

Where to Call for Help?

- ▶ Toll Free: 1-800-338-7909
- ▶ Des Moines Area: 515-256-4609
 - Press 1 – Claims, Member Benefits, Eligibility
 - Press 2 – Enrollment, Application Status
 - Press 3 - Institutional and Waiver Authorization and Narrative System (IoWANS)
 - Press 4 - Consumer Directed Attendant Care (CDAC)
- ▶ Fax: 515-725-1155
- ▶ Hours: Monday through Friday
- ▶ 8:00 AM to 5:00 PM

Please reach out to us

▶ **imeproviderenrollment@hhs.iowa.gov**

- Enrollment Applications
- Revalidation Applications
- Enrollment Documents
- Change Requests
- Change of Ownership Notices

▶ **imeproviderservices@hhs.iowa.gov**

- Billing Questions
- Claim disputes

▶ **imeprovideroutreach@hhs.iowa.gov**

- Medicaid Presumptive Eligibility Portal (MPEP) Access Request
- Presumptive Provider (PP) Recertification
- Qualified Entity (QE) Recertification



Please reach out to us

▶ impasupport@hhs.iowa.gov

- Access Request
- Password Reset
- Document Upload Issues
 - Home Health
 - Critical Incident report
 - HCBS Residential Setting Member Assessment

▶ iowanshelpdesk@hhs.iowa.gov

- Access Request
- Password Reset
- Request for Medicaid Services Data Changes and Verifications



Member Services



Health and
Human Services

What is Member Services?

Iowa Medicaid members contact Member Services if they have a problem with their care or services, need assistance filling out an application or have a question related to their health coverage.

Where to Call for Help?

- ▶ Toll Free: 1-800-338-8366
- ▶ Des Moines Area: 515-256-4606
- ▶ Fax: 515-725-1351
- ▶ Hours: Monday through Friday
- ▶ 8:00 AM to 5:00 PM

Please reach out to us

▶ **IMEMemberServices@hhs.iowa.gov**

- Eligibility
- MCO and PHAP enrollment changes
- MEPD and IHAWP premium payments
- IHAWP Medically Exempt
- General Medicaid questions

▶ **Hawki@hhs.iowa.gov**

- Premium payments
- Eligibility
- MCO and PHAP enrollment changes

▶ **DHSContactCenter@hhs.iowa.gov**

- New Applications
- Renewals
- Status updates on Applications or Renewals





Questions



Health and
Human Services