

Fee-for-Service (FFS) Post Enrollment Essentials

Provider Services
Provider Outreach Education

June 25,2026

Objectives



Welcome Letter



What's Next



Resources

Enrollment Welcome Letter

When you have completed enrollment with Iowa Medicaid, you will receive a “Welcome Letter” that confirms your active enrollment status.

Confirm all the information is correct and ensure that you are keeping this letter for reference when billing Iowa Medicaid.

Welcome Letter

Universal Provider Enrollment Application

Enrollment Welcome Letter

Important information located on your Enrollment Welcome Letter

- Provider Name – ensure that the information is correct (ie- spelling)
- Address: This is the mailing address, ensure that you are keeping this updated throughout your active enrollment status with Iowa Medicaid.
- Please refer to the [Iowa Medicaid Universal Provider Enrollment Application](#) instructions for additional information located on pages 2 through 6.

Issues? Contact Iowa Medicaid Provider Services at 1-800-338-7909

Enrollment Welcome Letter

Important information located on your Enrollment Welcome Letter

- Iowa Medicaid enrollment does not credential you with the MCO(s) or Dental Plan(s). Providers are still required to contact each selected MCO and complete any additional documentation required by the MCO's enrollment process
- If you notice any discrepancies or have questions, don't hesitate to reach out to Iowa Medicaid Provider Services to request a corrected welcome letter and provide an accurate email address to ensure a timely response.

Issues? Contact Iowa Medicaid Provider Services at 1-800-338-7909



Health and
Human Services

Welcome Letter – No Group Linkage

Important information Welcome Letter

Enrollment effective date: *Date provider can begin billing claims to Iowa Medicaid.

Claim type (s): *The approved claim type

This provider is associated with NPI: * Individual NPI number

This provider is associated with Taxonomy: *Individual Taxonomy number

This provider is associated with Federal Tax ID (TIN): *Individual TIN

This provider is linked to organizational NPI:

No Group Linkage: If you are enrolling as an individual this section will state “No Group Linkage”

Physical Location:

123 Service Rendered Street

Any Town, Iowa 12345-0000

Is this information correct?

Welcome Letter:

- ☐ Name
- ☐ Correspondence and physical location addresses
- ☐ Service location

Billing information

As an individual or organization, you would check the following:

- ☐ Effective date
- ☐ Claim form type (1500, UB-04, Dental, etc.)
- ☐ NPI
- ☐ Taxonomy
- ☐ Tax ID
- ☐ Physical location address

Welcome Letter – With Group Linkage

Important information in your Welcome Letter

Enrollment effective date:* Date provider can begin billing claims to Iowa Medicaid.

Claim type (s): *The approved claim type

This provider is associated with NPI: *Individual NPI number

This provider is associated with Taxonomy: *Individual Taxonomy number

This provider is associated with Federal Tax ID (TIN): *Organizational TIN

This provider is linked to organizational NPI: *Organizational NPI

This provider is linked to organizational Taxonomy: *Organizational Taxonomy

This provider is linked to the organizational Zip Code: Organizational zip code

Physical Location:

ADDRESS:

123 Service Rendered Street

Any Town, Iowa 12345-0000

Is this information correct?

Welcome Letter:

- ☐ Name
- ☐ Correspondence and physical location addresses
- ☐ Service location

Billing information

As an individual or organization, you would check the following:

- ☐ Effective date
- ☐ Claim form type (1500, UB-04, Dental, etc.)
- ☐ Individual and Organizational NPI
- ☐ Individual and Organizational Taxonomy
- ☐ Organizational Tax ID
- ☐ Physical location address

Enrollment Welcome Letter

(Date)

Name
Address
City, State Zip Code

Dear (Provider Name)

Welcome to the Iowa Medicaid Program!

We are pleased to have you join us as an enrolled provider. Thank you for partnering with Iowa Medicaid to support the health and well-being of our members. Your dedication to delivering high-quality care, compassionate care plays a vital role in our shared mission to improve the lives of Iowans across the state.

As a participating provider, you are now part of a statewide network of professionals committed to ensuring access to timely, cost-effective, and person-centered care. Your contributions are essential in serving our diverse population, including children, families, older adults, and individuals with disabilities.

Please use your NPI when you bill Medicaid. Use the following claim type (s) when billing,
Enrollment effective date: (ENTER DATE)
Claim type (s): (ENTER CLAIM TYPE (S))

This provider is associated with NPI: (ENTER NPI)
This provider is associated with Federal Tax ID: (ENTER TAX ID)
This provider is linked to organizational NPI: (ENTER ORG NPI)
This provider is linked to organizational Taxonomy: (ENTER ORG TAXONOMY)
This provider is linked to the organizational Zip Code: (ENTER ORG ZIP CODE)

Physical Location:
(ENTER ADDRESS)

For additional billing and Iowa Medicaid policies please reference the HHS website at: [Medicaid Provider Services | Health & Human Services](#)



Health and
Human Services

Welcome Letter – Home and Community Based Services (HCBS)

Two letters will be received once the enrollment process has been completed.

What information is provided in the first letter?

This section confirms information related to the essential billing requirements for Iowa Medicaid. It covers what information providers must include when billing claims:

This is where to locate these important details for accurate billing: NPI, Tax ID, Taxonomy, and Zip Code

What information is provided in the second letter?

- Specifics of the enrollment
- Approved services
- Population to whom those services can be provided

Welcome Letter – Ordering and Referring Prescribing Only

- Providers already enrolled as Iowa Medicaid providers do not need to do anything new. Practitioners not otherwise enrolled as Iowa Medicaid providers may enroll as ordering/referring providers.
- Under this enrollment category, the practitioner is not considered a participating provider.
- This category does not allow furnishing or billing for services to Medicaid members.
- For additional information, please refer [Informational Letters 2594-MC-FFS-D Clarification to Medicaid Enrollment Options for Individual Practitioners](#)

Please provide your NPI number to the billing organization when ordering/prescribing/referring to Iowa Medicaid members.

Credentialing with MCO(s) and/or Dental Plan(s)

How to contact MCO(s)

- **Iowa Total Care**

- Phone: 1-800-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

- **Molina Healthcare of Iowa, Inc.**

- Phone: 1-844-236-1464 or Fax: 855-275-3082
- Email: IAProviderRelations@MolinaHealthcare.com
- Website: www.molinahealthcare.com/providers/ia/medicaid/home.aspx

- **Wellpoint Iowa**

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

How to contact Dental Plan(s)

- **Delta Dental:**

- Phone: 1-888-472-1205
- Email: provrelations@deltadentalia.com
- Website: <https://www.deltadentalia.com/dentists/>

- **DentaQuest:**

- Phone: 1-866-515-6981
- Email: lowaproviders@dentaquest.com
- Website: <https://www.dentaquest.com/en/provider>

What's Next?

Essential Registrations for Iowa Medicaid Providers – Start Now!

Iowa Medicaid offers the following options for providers to consider for electronic billing:

- Electronic Data Interchange (EDI) Support Services is Iowa Medicaid's clearinghouse for electronic healthcare transactions.
- Ability PC-Ace Pro software is available to all providers through Iowa Medicaid for billing FFS claims. There is no cost for FFS member claims billed through ABILITY PC-ACE Pro.
- Visit: [EDI Support Services – edissweb](#)

If you have questions, please feel free to contact the EDISS help desk directly at 1-800-967-7902 or through email at support@edissweb.com.



Health and
Human Services

Iowa Medicaid Portal Access (IMPA)

Register/Access: [Iowa Medicaid Portal Access \(IMPA\)](#)

- Individuals responsible for reviewing remits or uploading documents are required to use their own user login
- Required for accessing Fee for Service (FFS) Remittance Advice and uploading Electronic Billing Attachments

Forms:

- Remittance Advice Form: [Iowa HHS Medicaid Forms Registration](#)
- Electronic Billing Attachments: [Iowa HHS Medicaid Forms Registration](#)
- Fee-for-Service Claims: Frequently Asked Questions: Located at the bottom of the page [Claims & Billing | Health & Human Services](#)

DO NOT SHARE ACCOUNTS



Health and
Human Services

Essential Registrations for Iowa Medicaid Providers – Start Now!

Sign Up: Informational Letter Alerts

- Stay informed about policy updates and changes.
- Iowa Medicaid sends correspondence to notify providers of policy updates.
- Some updates may be implemented before they appear in the published Provider Manual.

Access: [Information Letters](#)

Essential Registrations for Iowa Medicaid Providers – Start Now!

- Access for [Eligibility Verification Information System \(ELVS\)](#)
 - ELVS is an online web portal used to verify member eligibility and benefit coverage.
 - Providers can access ELVS 24/7
- If you currently do not have access to the ELVS Web Portal, you can register your provider at <https://connect.edissweb.com>.
 - Each additional user that would like access to the provider's information can complete the [Additional Access Request Form](#).
- For help using the portal, access the [ELVS Portal Training \(11.35 MB\).pptx](#) for you and your team.

Assistance using the portal or getting registered, call the ELVS phone line at: Des Moines local: **515-323-9639** or Toll-free: **1-800-338-7752**



Provider Manuals

- Provider Manuals are an important tool for providers helping to ensure a more seamless administrative process involving Iowa Medicaid's guidelines, billings, and documentations. [Medicaid Provider Manuals & Policies | Health & Human Services](#)
- Each Provider Manual is tied to a specific provider and outlining:
 - Covered services
 - Exclusions
 - Billing instructions
 - Iowa Medicaid policies
 - Provides instructions on how to read and complete the various forms required by Iowa Medicaid for each service.



Questions

- ▶ **Contact Provider Services**
- ▶ **Contact Provider Services Monday to Friday from 8 a.m. to 5 p.m.**
- ▶ 1-800-338-7909 (Toll Free)
- ▶ 515-256-4609 (Des Moines Area)
- ▶ 515-725-1155 (Fax)
- ▶ Email: imeproviderservices@hhs.iowa.gov



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