
Post Enrollment Essential – Provider Q&A

Fee For Service

1. **Question:** What if information on the Welcome letter is incorrect or missing?

Answer: Please contact Provider Enrollment at 800-338-7909, option 2. You may also email Provider Enrollment directly at imeproviderenrollment@hhs.iowa.gov for further review of your Welcome Letter and the absence of the organization NPI.

2. **Question:** Will we be able to have access to these slides?

Answer: Yes, on the HHS website in the provider services section at [Medicaid Provider Trainings | Health & Human Services](#)

3. **Question:** What if we were re-validated last year? Do we need to do this again?

Answer: No, Providers who have completed revalidation within the past 12 months will retain the next scheduled revalidation date indicated on the notice they received at the time of completion.

4. **Question:** Can you please reshare the provider training page link?

Answer: Following today's presentation, the training PowerPoint will be posted on the Iowa HHS Provider Training site for you to access at your convenience: <https://hhs.iowa.gov/medicaid/provider-services/provider-trainings>

5. **Question:** Is this a special revalidation period? Or is this just general information for our annual revalidation?

Answer: No, this in response to the request communicated by Centers for Medicare & Medicaid Services (CMS) Iowa Medicaid is launching a statewide provider revalidation initiative as part of ongoing efforts to strengthen program integrity, improve provider data accuracy, and prevent fraud, waste, and abuse.

The revalidation process will take place over two years, from **July 1, 2026, through June 30, 2028.**

6. **Questions:** Are there any tips on getting credentialed with Iowa Medicaid Providers? I have found that this process is quite time consuming and have learned that Iowa Medicaid of Iowa is not accepting new providers.

Answers:

- If new Tax ID, ensure they are completing Section A and Section B of the application for the group information.
- Ensure information on documentation and application is accurate
- If answer yes to Questions 30a-c, provider needs to submit in his own wording what took place.

7. **Question:** Can you please provide any suggestions on how providers that may be struggling with billing errors with EDI for Fee for service claims can obtain additional assistance?

Answers:

Providers can reach out to EDISS Help Desk, using information found here:

Website: [Contact EDISS - medicaid - edissweb](#)

Phone: 800-967-7902

For non-critical questions or issues: support@edissweb.com

Things EDI can assist with:

- Registration for electronic claim submission and remittance.
- EDISS account and/or connectivity issues.
- PC-ACE. Support is limited to accessing and using the application. EDI will not advise a provider on how to code a claim. This last piece can be a sticking point for providers.
- If a provider is omitting something or entering incorrect information that's resulting in a denial or incorrect payment, this is generally considering a "billing issue" and not something EDI will assist with.
- If you are uncertain whether this matter pertains to EDISS, please contact Provider Services for further guidance. 877- 338-7909

8. **Question:** Would IA Medicaid consider offering future provider-specific FFS EDI training, and are any EDISS training resources available?

Answer: IA Medicaid does not offer provider-specific FFS EDI training, as EDI Support Services (EDISS) provides a comprehensive range of training opportunities to our Trading Partner Community.

- Workshops are live events held monthly with varying topics
- Online Tutorials are self-paced learning modules on several different EDI functions. [Training - medicaid - edissweb](#)