

## Iowa Medicaid Guide

As of 04/08/2022

### IME CONTACT INFORMATION

Mailing Address for Claims:

Iowa Medicaid Enterprise

**P. O. Box 150001**

**Des Moines, Iowa 50315**

Visit the IME Website to access even more information:

<http://dhs.iowa.gov/ime/about>

#### **ELVS**

**(Eligibility Verification System)**

24 Hours a Day/7 Days a Week

800-338-7752

515-323-9639 (Local)

#### **PHARMACY Prior Authorization**

**Provider PA Hotline**

8:00AM - 6:00PM (after-hours on-call available)

877-776-1567

515-256-4607 (Local)

**Prior Authorization Requests**

800-574-2515 (Fax Only)

#### **PHARMACY POS HELP DESK**

8:00AM - 5:00PM (after-hours on-call available)

877-463-7671

515-256-4608 (Local)

#### **MEDICAL SERVICES**

**Medical Support**

8:00 AM - 4:30 PM

800-383-1173

515-256-4626 (Local)

#### **MEDICAL PRIOR AUTHORIZATION (PA)**

8:00 am - 4:30 PM

888-424-2070

515-256-4624 (Local)

515-725-1356 (Medical PA Fax)

515-725-0938 (Dental PA Fax)

#### **MEMBER SERVICES**

8:00 AM - 5:00 PM

## **Iowa Medicaid Guide**

As of 04/08/2022

800-338-8366

515-256-4606 (Local)

### **PROVIDER SERVICES**

7:30 AM - 4:30 PM

800-338-7909

515-256-4609 (Local)

515-725-1155 (Fax)

### **EDI SUPPORT SERVICES**

Mon, Tues, Thurs and Fri 8:00 AM - 5:00 PM

Wed 10:00 AM - 5:00 PM

800-967-7902

### **PROVIDER AUDITS AND RATE SETTING**

8:00 AM - 5:00 PM

866-863-8610

515-256-4610 (Local)

State MAC Help Line

800-591-1183

### **PROVIDER INTEGRITY**

8:00 AM - 5:00PM

877-446-3787

515-256-4615 (Local)

### **REVENUE COLLECTION**

Estate Recovery

7:30 AM - 5:30 PM

877-463-7887

515-256-4618(Local)

### **Third Party Liability (TPL)**

8:30 AM - 5:00 PM

866-810-1206

515-256-4619 (Local)

### **Lien Recovery**

8:30 AM - 5:00 PM

888-543-6742

515-256-4620 (Local)