

**INFORMATIONAL LETTER NO. 2125-MC-FFS-CVD**

**DATE:** April 2, 2020

**TO:** All Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS), Coronavirus Disease (CVD)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** DHS Waivers and Frequently Asked Questions (FAQs) Regarding COVID-19

**EFFECTIVE:** Upon receipt

DHS is taking a number of steps to ensure continued access to critical services during the COVID-19 global pandemic. DHS has submitted waivers to the Centers for Medicare and Medicaid Services (CMS) to ensure continuous coverage for recipients of Medical Assistance and to ensure providers are able to provide much needed services during this emergency.

A list of requests DHS has made with CMS to continue serving Medicaid members during the COVID-19 emergency are posted on the [DHS website](#)<sup>1</sup>. DHS will implement these requests as needed.

In addition to the [Informational Letters](#)<sup>2</sup> the IME has published regarding COVID-19, providers can find answers to FAQs on the [DHS website](#)<sup>3</sup> or in the [Iowa Medicaid Provider Toolkit](#)<sup>4</sup>.

The IME encourages providers to check the [FAQ webpage](#)<sup>5</sup> regularly for the latest information.

Providers with additional questions related to COVID-19 can send them to [IMECOVID19@dhs.state.ia.us](mailto:IMECOVID19@dhs.state.ia.us).

---

<sup>1</sup> [https://dhs.iowa.gov/sites/default/files/DHS\\_COVID19\\_Waivers.pdf?040120201557](https://dhs.iowa.gov/sites/default/files/DHS_COVID19_Waivers.pdf?040120201557)

<sup>2</sup> <https://dhs.iowa.gov/ime/providers/claims-and-billing/covid19>

<sup>3</sup> <https://dhs.iowa.gov/ime/providers/faqs/covid19>

<sup>4</sup> [https://dhs.iowa.gov/sites/default/files/DHS\\_COVID19\\_MedicaidProviderToolkit.pdf?032320202045](https://dhs.iowa.gov/sites/default/files/DHS_COVID19_MedicaidProviderToolkit.pdf?032320202045)

<sup>5</sup> <https://dhs.iowa.gov/ime/providers/faqs/covid19>