
INFORMATIONAL LETTER NO. 2731 MC-FFS

DATE: April 16, 2026

TO: Iowa Medicaid Pharmacies

APPLIES TO: Managed Care (MC) and Fee-for-Service (FFS)

FROM: Iowa Department of Health and Human Services (HHS),
Iowa Medicaid

RE: Pharmacy Cost of Dispensing Survey

EFFECTIVE: Upon Receipt

Background:

During the 2013 Iowa Legislative session, the 85th Iowa General Assembly enacted the requirement that HHS base the actual dispensing fee on the cost of dispensing survey performed by the department. All pharmacies participating in the medical assistance program are required to complete the survey every two years beginning in SFY14 to SFY15. Any dispensing fee expenses, required to be submitted under Senate File 446, that specifically identifies a pharmacy or a provider's individual cost will remain confidential. Any change to the dispensing fee requires that the department obtain approval from the Centers for Medicare and Medicaid Services (CMS) through the state plan process.

Process:

Iowa Medicaid has contracted with the firm Myers and Stauffer LC to conduct a dispensing cost survey. Myers and Stauffer LC is a national accounting and consulting firm that specializes in assisting state Medicaid agencies in a multitude of health care provider settings. Instructions for completion of the cost of dispensing survey will be included with the survey packet.

Important Dates:

Cost of Dispensing Surveys Mailed to Pharmacies	April 28, 2026
Cost of Dispensing Survey due Date	June 9, 2026
Implementation of Dispensing Fee	TBD

Contacting Myers and Stauffer LC Pharmacy Unit:

Regular Mail:	Myers and Stauffer LC 700 W. 47 th Street, Suite 1100 Kansas City, Missouri 64112
Telephone:	(800) 591-1183
E-Mail:	disp_survey@mslc.com
Internet:	https://myersandstauffer.com/provider-resources/iowa/ ¹

To receive assistance with your questions or concerns, please indicate (regardless of the method of communication chosen) that you are an Iowa Medicaid-participating pharmacy with a question or concern regarding the Cost of Dispensing survey. If you call and a staff member is not available, you will be asked to leave a message. You will receive a return telephone call within 24 hours during the week (Monday – Friday). At that point additional information may be requested to properly evaluate your concern.

¹ <https://myersandstauffer.com/provider-resources/iowa/>

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate MCO:

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@hhs.iowa.gov

Managed Care Organizations (MCOs):

Iowa Total Care:

- Phone: 1-833-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

Molina Healthcare of Iowa:

- Phone: 1-844-236-1464
- Email: aproviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

Wellpoint Iowa, Inc.:

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