
INFORMATIONAL LETTER NO. 2739-FFS

DATE: July 08, 2026

TO: Pharmacy Providers

APPLIES TO: Fee-for-Service

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

RE: Iowa Medicaid Pharmacy Program Changes: PBA Transition to Optum Rx

EFFECTIVE: July 27, 2026

Cutover to Optum Rx Systems – Effective July 27, 2026, the Iowa Medicaid FFS pharmacy benefit administrator will transition from Change Healthcare to Optum Rx. At 11:00PM CST on July 27, 2026, pharmacy claims, prior authorizations and help desk calls will be processed in new Optum Rx systems. No changes to BIN, PCN, phone numbers, fax numbers, or existing email contact information will occur.

Please note, as detailed below there will be a **blackout period on 7/27/26** to accommodate necessary exports and loads into the new system. **The blackout period will be 8:00pm – 11:00PM CST.**

Claims Information – Beginning at 8:00PM CST on 7/27/26, claims will no longer be adjudicated in the Change Healthcare Point of Sale (POS) system. Claims will be rejected with a “SYSTEM NOT AVAILABLE” message. Claims will need to be resubmitted on or after 11:00PM CST on 7/27/26 when switch vendors have been directed to send claims traffic to the new Optum Rx POS system.

Claims will continue to use the same BIN (011933) and PCN (IAPOP) for submission. The Helpdesk number remains the same for claims submission assistance: 877-463-7671 or 515-256-4608 (local).

The updated payer sheet is located on the [PDL website](#)¹.

¹ <https://www.iowamedicaidpdl.com/billing/Payer-Sheet.html>

Prior Authorization Information – Prior authorizations (PA) submitted after 2:00PM CST on 7/27/26 will need to be resubmitted after 8:00AM CST on 7/28/26.

PA forms are located on the [PDL website](#)² and must continue to be submitted either electronically or via fax to 800-574-2515.

Program Updates –

Coordination of Benefits (COB)- Iowa Medicaid is updating the policy for COB. Other payer amount paid (OPAP) and Other Payer Patient Responsibility (OPPR) are both required when other coverage code (OCC) 2 is used. Please note, OCC 8 will no longer be an accepted value. Please refer to the payer sheet for additional information.

Pay and Chase – Please note, claims for members less than 21 years of age will require submission that includes third party liability (TPL) information on the claim, if applicable. In the event no TPL coverage exists on the date of service, instruct the member to contact member services at 515-256-4606 (local) or 800-338-8366. In addition, revenue collections may be contacted by emailing recvoll@hhs.iowa.gov or by calling 515-256-4619 (local) or 866-810-1296.

While significant effort has been made to ensure a smooth transition, we request that any unexpected rejections, messaging, or system instability be reported to the pharmacy help desk for expedient triage and resolution. We thank you for your continued dedication to serving Iowa Medicaid members and appreciate your partnership.

For any questions, please call the POS Helpdesk at 877-463-7671, locally in Des Moines at 515-256-4608, or by e-mail at pba_iapdlinfo@optum.com.

² <https://www.iowamedicaidpdl.com/>