

**INFORMATIONAL LETTER NO. 2703-MC-FFS-D**

**DATE:** August 29, 2025

**TO:** Iowa Medicaid Physicians, Dentists, Advanced Registered Nurse Practitioners, Therapeutically Certified Optometrists, Podiatrists, Pharmacies, Pharmacists, Home Health Agencies (HHA), Rural Health Clinics, Clinics, Skilled Nursing Facilities, Intermediate Care Facilities (ICF), Nursing Facilities-Mental ILL, Federally Qualified Health Centers (FQHC), Indian Health Service, Maternal Health Centers, Certified Nurse Midwife, Community Mental Health, Family Planning, Residential Care Facilities, ICF/ID State and Community Based ICF/ID Providers and Physician Assistants

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS) and Dental (D)

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

**RE:** Iowa Medicaid Pharmacy Program Notification Changes

**EFFECTIVE:** Immediately

Going forward, changes to the Iowa Medicaid Pharmacy Program will be posted to our Iowa Medicaid Preferred Drug List (PDL) website instead of being routed through the previous Informational Letter system. Please make sure to view the website frequently for changes.

The website for the PDL is <https://www.iowamedicaidpdl.com/>. The notices will be found under the tab 'Info Letters/Provider Info.' Please refer to both notice sections titled 'Informational Letters' and 'Latest News.'

We encourage providers to go to the [PDL website](https://www.iowamedicaidpdl.com/)<sup>1</sup> to view all recent changes to the PDL.

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<sup>1</sup> <https://www.iowamedicaidpdl.com/>

If you have questions, please contact the Pharmacy Prior Authorization (PA) Helpdesk at 1-877-776-1567, locally in Des Moines at 515-256-4607, or by e-mail at [pba\\_iapdinfo@optum.com](mailto:pba_iapdinfo@optum.com).

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

**Iowa Medicaid Provider Services:**

- Phone: 1-800-338-7909
- Email: [imeproviderservices@hhs.iowa.gov](mailto:imeproviderservices@hhs.iowa.gov)

**Managed Care Organizations (MCOs):**

**Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: [providerrelations@iowatotalcare.com](mailto:providerrelations@iowatotalcare.com)
- Website: <https://www.iowatotalcare.com>

**Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: [iaproviderrelations@molinahealthcare.com](mailto:iaproviderrelations@molinahealthcare.com)
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

**Wellpoint Iowa, Inc. (formerly Amerigroup Iowa, Inc.):**

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

**Prepaid Ambulatory Health Plans (PAHPs):**

**Delta Dental:**

- Phone: 1-888-472-1205
- Email: [provrelations@deltadentalia.com](mailto:provrelations@deltadentalia.com)
- Website: <https://www.deltadentalia.com/dentists/>

**MCNA Dental:**

- Phone: 1-855-856-6262
- Email: [IA\\_PR\\_Dept@mcna.net](mailto:IA_PR_Dept@mcna.net)
- Website: <https://www.mcnaia.net/dentists>