INFORMATION LETTER NO. 2743

DATE: November 04, 2026

TO: All Iowa Medicaid Pharmacy Providers

APPLIES TO: Fee-for-Service (FFS)

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

RE: Iowa Medicaid Pharmacy Provider Portal

EFFECTIVE: Upon Receipt

The Optum Rx Iowa Medicaid Pharmacy Provider Portal is now available for pharmacy providers, which can be found at https://iowa.pharmacy.optum.com/prelogin/ohid[1]. The portal is a tool that may be used to look up member eligibility and price prescriptions for Iowa Medicaid members.

Access to the Iowa Medicaid Pharmacy Provider Portal is limited to pharmacy providers enrolled with Iowa Medicaid and registration is required. Registration is accomplished on an individual basis. To register for access to the portal, please visit the portal site noted above and complete the portal registration form under important links. Once complete, email the form to pba_iapdlinfo@optum.com from the enrolled provider's email account.

Providers will receive confirmation of their registration via the email provided, as well as additional instructions detailing next steps. Providers must establish a One Healthcare ID (OHID) if they do not already have an existing one. Providers are responsible for notifying the administrator at pba_iapdlinfo@optum.com once enrollment in the portal is no longer needed.

To begin the inquiry, the pharmacy provider must enter the member information by either the Iowa Medicaid member identification (ID) number or the member's last name and date of birth. Once the correct member is chosen, the member information will be displayed and drug information can be entered. Drug information may be entered by

[1] https://iowa.pharmacy.optum.com/prelogin/ohid

drug name or National Drug Code (NDC). Once all drug information and prescriber National Provider Identifier (NPI) is entered, the search may be submitted. Member copayment information will be returned for covered services. Please note, the information provided is based on the submitted information for the specific date of service.

In summary, the pharmacy provider must be an active Iowa Medicaid provider, be a registered user to access this system, and be responsible for ensuring appropriate usage. The pharmacy provider must be in full compliance with the Health Insurance Portability and Accountability Act (HIPAA) and the department's statutory confidentiality obligations found at section 217.30 of the Iowa Code.

If you encounter any issues or have questions, please reach out to our support team at pba_iapdlinfo@optum.com.

If you have questions, please contact Iowa Medicaid Provider Services.

Iowa Medicaid Provider Services:

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