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**INFORMATIONAL LETTER NO. 2612-MC-FFS**

**DATE:** July 10, 2024

**TO:** Medical Equipment Suppliers

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

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

**RE:** Wheelchair Repairs Update

**EFFECTIVE:** July 1, 2024

The Iowa Department of Health and Human Services (HHS) recognizes the concerns related to barriers and delays involving member wheelchair repairs and is working to best serve our members.

Effective July 1, 2024, a prescription is no longer required for wheelchair repairs. This change is for all Fee-for-Service (FFS) and Managed Care Organization (MCO) members.

This change does not affect the need for prior authorizations (PAs) in place for wheelchair repairs.

If you have specific questions, related to need for PA, please reach out to the appropriate MCO or Iowa Medicaid Provider Services:

**Iowa Medicaid Provider Services:**

- Phone: 1-800-338-7909
- Email: [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us)

**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>