
INFORMATIONAL LETTER NO. 2673-FFS

DATE: April 9, 2025

TO: Area Education Agencies (AEA) and Local Education Agencies (LEA)

APPLIES TO: Fee-for-Service (FFS)

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

RE: School Based Services (SBS) Eligibility Verification

EFFECTIVE: Upon Receipt

To be consistent with Federal regulations that establish procedures for school districts and municipalities to access public benefits (i.e., Medicaid) to pay for certain special education and related services, the Iowa Department of Health and Human Services (HHS) will require all Area Education Agencies (AEAs) and Local Education Agencies (LEAs) to ensure the following prior to accessing the Eligibility and Verification Information System (ELVS) phone system or web portal access:

1. Obtain a one-time written consent from the parent before accessing the child's public benefits or insurance for the first time, including checking with Iowa HHS for a child's State Identification Number or for whether a child has Medicaid coverage; and
2. Prior to obtaining consent for the first time the provider should provide parents with written notification to ensure that they are fully informed of their rights before a public agency can access public benefits to pay for services under the Individuals with Disabilities Education Act. This notice must be provided in the native language of the parent or other mode of communication used by the parent, unless it is clearly not feasible to do so.

Obtaining consent from the parents is not a duty that can be transferred to a third-party vendor, such as a Medicaid billing agent. Consent must be obtained by the public agency.

It will not be required that the parental consent be submitted to HHS or to the Department of Education; however, the consent must be maintained per the [All Providers General Program Policies](#)¹ and available in the event of an audit.

Checking Eligibility Through the Eligibility Verification Information System (ELVS) Portal

There are two options to verify student eligibility through the ELVS system on the Iowa HHS [website](#)².

1. The [ELVS web portal](#)³ allows providers to check multiple members' eligibility at once using the batch feature. However, to use this feature, files must be in the HIPAA 270 X12 transaction standard format. Users of the batch feature need specialized software to create these files and must [register](#)⁴ to access the portal. For questions regarding Electronic Data Interchange Support Services (EDISS) registration, please call 1-800-967-7902.

Eligibility verification searches should be limited to dates when specific special education and related services are being provided.

2. The ELVS phone system is an electronic phone system that allows providers to verify a single member's eligibility 24/7. By simply entering a provider number and the member state ID, a provider can verify member eligibility for the current date or past dates of service. If you do not have the member state ID, providers may query data by entering the person's date of birth and Social Security number.

For queries, call the ELVS phone line at:

- 515-323-9639 (locally in Des Moines)
- 1-800-338-7752 (toll-free)

If you have questions, please contact the HHS Provider Services Unit:

Iowa Medicaid Provider Services:

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

¹ <https://hhs.iowa.gov/media/4303/download?inline>

² <https://hhs.iowa.gov/node/1659>

³ https://esp.noridian.com/nidp/idff/sso?id=AC_IME&sid=0&option=credential&sid=0&target=https%3A%2F%2Fime-ediss5010.noridian.com%2Fiowaxchange5010

⁴ <https://connect.edissweb.com/>