



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

## Iowa Medicaid Enterprise

*Notification Date: September 3, 2013*

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**To:** Pharmacy Providers

**From:** Iowa Medicaid Enterprise (IME)

**Effective Date:** September 20, 2013

**Subject:** IME Point of Sale (POS) Upgrade

Due to a scheduled system upgrade, the IME POS system will be unavailable starting at 5:00 p.m. Friday, September 20, 2013, through 8:00 a.m. Monday, September 23, 2013 (CDT). Pharmacy claims will not be adjudicated during this time. Pharmacy claims may be submitted after 8:00 a.m. on Monday, September 23, 2013 (CDT). We apologize for any inconvenience this may cause.

Providers may verify member eligibility 24 hours a day 7 days a week through the Eligibility Verification System (ELVS), the Medicaid eligibility verification tool using automated voice response.

800-338-7752 Toll Free

515-323-9639 (Des Moines area)

<https://ime-ediss5010.noridian.com/iowaxchange5010/LogonDisplay.do>

This notice is being sent in advance to allow time to process prescriptions and refills needed by Iowa Medicaid members prior to the scheduled downtime.

The IME would like to thank all Iowa Medicaid pharmacy providers for their patience during this process. If you have any questions regarding this issue, please call the POS Helpdesk at 877-463-7671 or 515-256-4608 locally in Des Moines.