

Iowa Medicaid Enterprise

Notification Date: December 19, 2014

To: Pharmacy Providers

From: Iowa Medicaid Enterprise (IME)

Effective Date: December 23, 2014

Time: 12:01 a.m. – 3:00 a.m.

Subject: IME Point of Sale (POS) Switch Maintenance Window

Relay Health will be performing necessary maintenance on the evening of December 22nd into the early morning hours of the 23rd. This will only affect claims traffic from the Relay Health switch. All other switch connectivity will be unaffected and the POS system will remain online during this time.

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.