

Iowa Medicaid Enterprise

Notification Date: February 2, 2015

To: Pharmacy Providers
From: Iowa Medicaid Enterprise (IME)
Effective Date: February 4, 2015
Time: 11:01 p.m. – 12:00 a.m.
Subject: IME Point of Sale (POS) Switch Maintenance Window

Relay Health will be performing necessary maintenance on the evening of February 4th for one hour. 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. Please submit all claims after 12:00 a.m. on February 5, 2015.

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.