

Iowa Medicaid Enterprise

Notification Date: January 28, 2016

To: Pharmacy Providers

From: Iowa Medicaid Enterprise (IME)

Effective Date: January 31, 2016

Time: 12:00 a.m. – 4:00 a.m.

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

Due to scheduled system maintenance, the IME POS system will be unavailable on Sunday, January 31, 2016 from 12:00 a.m. to 4:00 a.m. CT. Pharmacy claims will not be adjudicated during this time. Pharmacy claims may be submitted after 4:00 a.m. CT on Sunday, January 31, 2016. We apologize for any inconvenience this may cause.

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.