

Iowa Medicaid Enterprise

Notification Date: May 10, 2022

To: Pharmacy Providers

From: Iowa Medicaid Enterprise (IME)

Effective Date: May 21 & 22, 2022

Time: 12:01 a.m. – 7:00 a.m. CT

Subject: IME Point of Sale (POS) Maintenance Window

Due to scheduled system maintenance, the IME POS system may be unavailable on Saturday, May 21, 2022 from 12:01 a.m. to 7:00 a.m. CT and again on Sunday, May 22, 2022 from 12:01 a.m. to 7:00 a.m. CT if needed. Pharmacy claims may not be adjudicated during this time. 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.