



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1428

DATE: October 10, 2014

TO: Iowa Medicaid Pharmacy Providers

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: Submission of Approved Exception to Policy (ETP) Requests for Prescribed Drugs

EFFECTIVE: November 3, 2014

Effective November 3, 2014, most pharmacy prescribed drug claims with an approved ETP may be submitted through the pharmacy Point of Sale (POS) system. The ETP approval letter will indicate whether a claim should be submitted through the POS system or on a universal claim form, PUCF-D01PT (VER 1.2).

ETP requests approved prior to the effective date will continue to be submitted through the process indicated in the EPT approval letter through the end date of the ETP approval.

Pharmacy Providers:

Upon receipt of an approved ETP letter indicating the claim may be submitted electronically through POS, please follow the steps below:

- Submit the claim electronically through POS to receive a claim rejection.
- Call the POS Helpdesk at 877-463-7671 or 256-4608 (local) to request a claim override due to an EPT approval.
- A POS Helpdesk technician will retrieve the ETP approval letter and verify approval dates.
- The claim will be provided an override for the duration of the ETP approval.
- This process will need to be completed for all ETP approvals and extensions.

If you have questions, please contact the Pharmacy Point of Sale Helpdesk at 1-877-463-7671, or locally in Des Moines at 515-256-4608 or email at info@iowamedicaidpos.com.