

Iowa Medicaid Enterprise

Notification Date: February 1, 2019

To: Pharmacy Providers
From: Iowa Medicaid Enterprise (IME)
Effective Date: February 8, 2019 & February 15, 2019
Time: 9:00 p.m. – 5:00 a.m.
Subject: IME Point of Sale (POS) Maintenance Window

Due to scheduled system maintenance, the IME POS system may be unavailable on Friday, February 8, 2019 from 9:00 p.m. to Saturday February 9, 2019 5:00 a.m. CT and Friday, February 15, 2019 from 9:00 p.m. to Saturday February 16, 2019 5:00 a.m. CT. 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.