

Iowa Medicaid Enterprise Phone Information

IME Provider Services

imeproviderservices@dhs.state.ia.us

Iowa Medicaid Web Portal

<https://secureapp.dhs.state.ia.us/imp/>

ELVS

Eligibility Verification System

24 Hours Day/7 Days a Week
800-338-7752
515-323-9639 (Des Moines area)

Pharmacy

Provider Prior Authorization Hotline

8:00AM – 5:00PM (on-call after-hours)
877-776-1567
515-256-4607 (Des Moines area)

Prior Authorization Requests

800-574-2515 (Fax Only)

Pharmacy POS Help Desk

8:00AM – 5:00PM (on-call after-hours)
877-463-7671
515-256-4608 (Des Moines area)

Medical Services

8:00 AM – 4:30 PM
800-383-1173
515-256-4623 (Des Moines area)
515-725-1355 (Fax)
515-725-1349 (Long Term Care Fax)
515-725-0931 (Remedial Authorization Fax)
515-725-0420 (Remedial Progress Notes Fax)

Prior Authorization (PA)

8:00 am – 4:30 PM
888-424-2070
515-256-4624 (Des Moines area)
515-725-1356 (Fax)
515-725-0938 (Dental PA Fax)

Member Services

- *Member Inquiries*
- *Disease Management*
- *Lock-In*

8:00 AM – 5:00 PM
800-338-8366
515-256-4606 (Des Moines area)
515-725-1351 (Fax)

Provider Services

7:30 AM – 4:30 PM
800-338-7909
515-256-4609 (Des Moines area)
515-725-1155 (Fax)

EDI Support Services

800-967-7902

Provider Audits & Rate Setting

8:00 AM – 5:00 PM
866-863-8610
515-256-4610 (Des Moines area)
515-725-1353 (Fax)

Program Integrity

8:00 AM – 5:00PM
877-446-3787
515-256-4615 (Des Moines area)
515-725-1354 (Fax)

Revenue Collection

Estate Recovery

7:30 AM – 5:30 PM
888-513-5186
515-246-9841 (Des Moines area)
515-246-0155 (Fax)

Third Party Liability (TPL)

8:30 AM – 5:00 PM
866-810-1206
515-256-4619 (Des Moines area)
515-725-1352 (Fax)

Lien Recovery

8:30 AM – 5:00 PM
888-543-6742
515-256-4620 (Des Moines area)

Health Insurance Premium Payment (HIPP)

8:00 AM – 4:30 PM
888-346-9562
515-974-3282 (Des Moines area)

All Hotlines are listed in Central Time