



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

INFORMATIONAL LETTER NO. 581

To: Iowa Medicaid Pharmacy Providers
From: Iowa Department of Human Services, Iowa Medicaid Enterprise
Date: March 5, 2007
Subject: **Collection of Pharmacy Copayment from Iowa Medicaid Members**

This Informational Letter is a reminder to Iowa Medicaid Pharmacy Providers who serve eligible Iowa Medicaid members that services cannot be denied due to the member's inability to pay the Medicaid co-payment or any co-payment, coinsurance, or deductible attributable to the member's primary insurance. Medicaid claims can be submitted for any co-payment, coinsurance, or deductible attributable to the member's primary insurance. Regarding Medicaid co-payments, the Federal Medicaid regulations provide as follows:

No provider may deny services, to an individual who is eligible for the services, on account of the individual's inability to pay the cost sharing. 42 CFR § 447.53(e).

Pursuant to this requirement, the State Rules provide as follows:

No provider of service participating in the Medicaid program may deny care or services to a person eligible for care or services under the program because of the person's inability to pay a co-payment. However, this rule does not change the fact that a recipient is liable for the charges and it does not preclude the provider from attempting to collect them. 441 IAC 79.1(13)(m)

Iowa Medicaid members have expressed concern about being denied services due to the inability to pay the co-payment and being charged for co-payments, coinsurance or/or deductibles attributed to their primary insurance policy. The Iowa Medicaid Enterprise will be investigating these concerns and appropriate disciplinary actions may be imposed. It is requested that all Iowa Medicaid Pharmacy Providers review their policies and procedures regarding how these issues are handled so that there are no interruptions in members' medical care. Questions regarding this policy should be directed to Provider Services at 1-800-338-7909 (725-1004 in Des Moines) or the Pharmacy Point-of-Sale Help Desk at 1-877-463-7671 (725-1107 in Des Moines).