



STATE OF IOWA

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DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

INFORMATIONAL LETTER NO. 847

TO: All Iowa Medicaid Providers
FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)
DATE: October 30, 2009
SUBJECT: Changes Regarding Remittance Advice, Payment and Informational Letters

The purpose of this letter is to inform all providers about three upcoming changes in which the Iowa Medicaid Enterprise (IME) will require electronic processes exclusively for the transmission of remittance advice statements, provider payments, and informational letters. As the State of Iowa faces serious budget challenges, these changes will help save program dollars for other priorities by making processes as efficient as possible.

Remittance Advice

The Remittance Advice (RA) is the statement from the IME that explains every individual provider claim transaction, including payments and denials. Currently, these statements are mailed hardcopy to most providers. In addition, many providers already choose to view an electronic image of the paper RA at a secure web portal maintained by the IME and/or access the HIPAA 835 transaction through the IME's Electronic Data Interchange (EDISS). Beginning March 1, 2010, the RA information will only be available through the IME provider portal and/or the EDISS HIPAA 835. RA's will no longer be mailed. To begin accessing the RA through either of these means, please contact provider services at the number below.

Payment

Effective July 1, 2010 provider payments will only be transmitted via an electronic format. Paper checks will no longer be issued as of this date. Providers are encouraged to sign up now for Electronic Funds Transfer (EFT) through the Provider Services Enrollment Unit if they have not done so already.

- **Every provider with a bank account that still receives a paper check** from the IME should complete an EFT Authorization (form 470-4202) to set up the EFT transaction. This simple, one-page form is available on our website at: <http://www.ime.state.ia.us/Providers/Forms.html>, or by calling the number below.
- **Providers who do not currently have a bank account are encouraged to set one up now** and sign up for EFT payments. Providers who have not requested EFT by the July deadline will be subject to a debit-card-type process for their Medicaid payments. More details will follow in future letters.

Informational Letters

Informational Letters are currently mailed to the provider's listed correspondence address. On and after July 1, 2010, these will only be available electronically. Providers can already access Informational Letters from 2005 forward on the Provider Bulletins section of our website: <http://www.ime.state.ia.us/Providers/Bulletins.html>.

Note: Any provider can go to their local public library to access this information from the IME through the internet.

In the coming months, paper Informational Letters will continue to be sent to all providers reminding them of deadlines and further detailing the changes. The IME appreciates your partnership as we work together to serve the needs of Iowa Medicaid members. If you have any questions, please contact the **IME Provider Services at 1-800-338-7909, or locally (in Des Moines) at 515-725-1004**, or e-mail at imeproviderservices@dhs.state.ia.us.