

Iowa Medicaid Enterprise
Phone Information
Effective 1/25/2010

IME Provider Services

imeproviderservices@dhs.state.ia.us

Visit the IME Website to

www.ime.state.ia.us

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 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)

Remedial Progress Notes

515-725-1351 (Fax Only)

MEMBER SERVICES

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

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)

SURS

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
877-463-7887
515-256-4618 (Des Moines area)

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)

All Hotlines are listed in Central Time