



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

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Director

INFORMATIONAL LETTER NO. 1338

DATE: December 24, 2013

TO: Iowa Medicaid Physician, Dentist, Advanced Registered Nurse Practitioner, Therapeutically Certified Optometrist, Podiatrist, Pharmacy, Home Health Agency, Rural Health Clinic, Clinic, Skilled Nursing Facility, Intermediate Care Facility, Community Mental Health, Family Planning, Residential Care Facility, ICF MR State and Community Based ICF/MR Providers

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise

RE: Iowa Medicaid Pharmacy Provider Portal

EFFECTIVE: **Immediately**

The **Iowa Medicaid Pharmacy Provider Portal** is a web-based collection of tools for prescribers and pharmacists. It provides a secure interface for providers to look up member eligibility and prescription claims history, Preferred Drug List (PDL) and Prior Authorization (PA) criteria, as well as submit and confirm PA requests online. The system is available to the above noted Medicaid providers and registration is required. Iowa Medicaid is providing this service at no charge to providers. The Iowa Medicaid Pharmacy Provider Portal is available at the following link: www.iowamedicaidrxportal.com.

Features Available To All Registered Users

- Patient Inquiry: Look up demographic information for any Medicaid enrolled individual, including a profile of their current and historic pharmacy claims.
- Pharmacy Inquiry: Look up pharmacy information.
- PDL Inquiry: Look up drug information, including preferred and non-preferred status, as well as PA criteria.
- Diagnosis Inquiry: Look up diagnosis code definitions.

Prescriber-Specific Features

- Dashboard: Provides a list of the electronic PAs that have been submitted, as well as the status of the PA request.
- Create and Submit a Web PA: Complete and submit a PA request through the web PA form. Inquiry tools are integrated into the form so prescribers can easily search for and select the desired information to supply with the PA request.
- E-Fax a Prescription: Allows prescribers to build and submit a patient prescription that is automatically faxed to the desired pharmacy.

Pharmacy-Specific Features

- E-Fax Prescription Validation: Allows pharmacies to validate an E-Fax prescription that is received electronically from a prescriber.

The system provides access to Protected Health Information as defined by the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”). **Providers will be responsible for ensuring appropriate usage by their staff and be in full compliance with HIPAA and the department’s statutory confidentiality obligations found at section 217.30 of the Iowa Code.**

How to Register for Access

Access to the Iowa Medicaid Pharmacy Provider Portal is limited to **prescribers* and pharmacists**. Registration is accomplished on an individualized basis. Administrators cannot register on behalf of the practice site. Each provider will need to register with a separate signed letter on their organization's letterhead. To register as a user:

1. **Send a letter.** The Iowa Medicaid provider requesting access to the Iowa Medicaid Pharmacy Provider Portal must send a typed letter on their organization’s letterhead to:

Iowa Medicaid Enterprise
Provider Services Unit
PO Box 36450
Des Moines, Iowa 50315

2. **Information to include in the typed letter:**

- Subject line, “Iowa Medicaid Pharmacy Provider Portal”
- Date of the request
- Provider name
- National Provider Identifier (NPI) number
- Provider Type (MD, DO, ARNP, PA, R.Ph., Pharm.D., etc.)
- Provider email address (the email address becomes the provider’s user ID)
- Tax ID number
- Pharmacist license number (if applicable)
- Name and address of the primary practice site
- Telephone number
- Provider signature

3. **Confirmation of registration.** Providers will receive confirmation of their registration via the email address provided, as well as additional instructions on establishing a password. Providers have 72 hours to complete the registration process. If the registration is not completed in 72 hours, the provider will have to contact an Administrator (info@iowamedicaidpdl.com) to complete the registration process.

Important Notes and Limitations of the Iowa Medicaid Pharmacy Provider Portal

- Sensitive information, such as AIDS/HIV, substance abuse, and mental health-related is not currently available through this system because of legal impediments.
- You must be an active Iowa Medicaid provider, be a registered user to access this system, and **be responsible for ensuring appropriate usage by your staff and be in full compliance with HIPAA and the department’s statutory confidentiality obligations found at section 217.30 of the Iowa Code.**

- To take advantage of this system, each user must acknowledge the terms and conditions of use. In particular, it is important to remember that HIPAA privacy and security rules and regulations must be adhered to. As with any electronic system, appropriate access procedures and protocols by users will help prevent unintended disclosures.
- This information is being made available for the sole purpose of enhancing the quality of care our provider community provides to Medicaid members, any other use of the information or the system is strictly prohibited.
- ***Prescribers** may grant permission to Office Workers to submit PA requests on their behalf. The Office Worker will be able to see all of the same information that the prescriber can see within the application. The user manual (within the application) describes the steps the prescriber will need to follow to add an Office Worker to the application. Once a prescriber adds an Office Worker, the Office Worker will get an email with instructions to finish their registration. The Office Worker will have their own user ID and password. The prescriber also has the ability to remove the Office Worker from their Portal access. Once an Office Worker has been removed from all associated prescribers, they will no longer have access to the Iowa Medicaid Pharmacy Provider Portal. **Pharmacists** are unable to grant permission to Office Workers.

Please contact the Pharmacy Prior Authorization Helpdesk at (877) 776-1567 or (515) 256-4607 (local in Des Moines), or email info@iowamedicaidpdl.com with questions regarding the Iowa Medicaid Pharmacy Provider Portal.