

# Iowa Medicaid Enterprise

*Notification Date: November 2, 2021*

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**To:** Pharmacy Providers

**From:** Iowa Medicaid Enterprise (IME)

**Effective Date:** November 20, 2021

**Time:** 9:00 p.m. – 1:00 a.m. CT

**Subject:** IME Point of Sale (POS) Maintenance Window

Due to scheduled system maintenance, the IME POS system may be unavailable on Saturday, November 20, 2021 from 9:00 p.m. to Sunday, November 21, 2021 1:00 a.m. CT. Pharmacy claims may not be adjudicated during this time. We apologize for any inconvenience this may cause.

The IME would like to thank all Iowa Medicaid pharmacy providers for their patience during this process. If you have any questions regarding this issue, please call the POS Helpdesk at 877-463-7671 or 515-256-4608 locally in Des Moines.