

Iowa Medicaid Drug Claims for Retro-Eligible Members

For Iowa Medicaid prescription drug claims involving a **retro-eligible** member, the pharmacy should call the Provider PA Help Desk at 1-877-776-1567. The pharmacy needs to have the following information available:

- 1). The Iowa Medicaid provider number of the pharmacy.
- 2). The member's Iowa Medicaid number, the member's name, and date of birth.
- 3). The drug(s) name, strength, quantity and date(s) requested for reimbursement.
- 4). The date the pharmacy was made aware the member had XIX coverage for the state of Iowa.

At that point, the PA staff would put an override on the point-of-sale for the pharmacy to re-bill the claim(s) for reimbursement. The PA staff will always put in an override for retro-eligible members irregardless if it is a preferred or non-preferred drug.

This only applies to a retro-eligible member and is not applicable for post-consumption drug billing.