

June 23, 2008

**IOWA MEDICAID ENTERPRISE**

To: Pharmacy Providers

From: Iowa Medicaid Enterprise (IME)

Subject: Providing Pharmacy Services resulting from the recent flood and tornado disasters for Iowa Medicaid Members

The Iowa Medicaid Enterprise would like to inform pharmacy providers that if an Iowa Medicaid Member needs medication(s) refilled early because it was lost as a result of the recent disasters, the Iowa Medicaid Enterprise is providing overrides for the “refill too soon” rejection in these instances. The reject code on the Point of Sale system will read 79-REFILL TOO SOON. Please call the Point-of-Sale Help Desk at 1-877-463-7671 or 515-725-1107 (local in Des Moines) for an override. Please mention to the customer service representative that the override request is related to the recent flood or tornado disaster.

Medical equipment and supplies that have been lost or irreparably damaged can be replaced under current Medicaid policies. Items being rented are still the responsibility of the company from which the items are being rented. Any other equipment issues can be properly addressed through the Exception to Policy process. If an Exception to Policy is needed, you may request it through the Department website at [http://www.dhs.state.ia.us/dhs/appeals/exceptions\\_policy.html](http://www.dhs.state.ia.us/dhs/appeals/exceptions_policy.html).

Thank you for your cooperation in this matter. If you have any questions please call the Point-of-Sale Help Desk at 1-877-463-7671 or 515-725-1107 (local in Des Moines).