



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

## INFORMATIONAL LETTER NO.1450

**DATE:** November 10, 2014

**TO:** All Iowa Medicaid Providers

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** **Iowa Medicaid Data Systems to Undergo Maintenance, Will be Temporarily Unavailable**

**EFFECTIVE:** November 26, 2014 - November 28, 2014

### Scheduled System Maintenance

Data and application systems will be unavailable beginning at 3:00 p.m. Wednesday, November 26, and this upgrade may continue into the holiday weekend. We ask that you check back regularly as we work quickly to make these improvements. Systems will remain offline until Friday morning, November 28, at the earliest. DHS and other state agency systems will be undergoing this scheduled maintenance to better perform business operations.

During the maintenance, Iowa Medicaid providers will be unable to:

- Submit claims (submission will begin once systems are available)
- Access the Iowa Medicaid Portal Access (IMPA) system
- Electronically file presumptive eligibility applications

### Eligibility Verification During the Maintenance

Availability of all eligibility verification systems (phone and web portal) remains undetermined at this time. Providers will be notified of any changes to the availability of all eligibility verification systems as soon as possible prior to the start of the scheduled system maintenance.

### Presumptive Eligibility Applications

Presumptive eligibility applications may be completed manually, as the Medicaid Presumptive Eligibility Portal (MPEP) will also be unavailable. During the maintenance, please obtain paper applications per standard instructions ([begin on page 6 of presumptive FAQ](#))<sup>1</sup>. Enter the paper applications into MPEP once it becomes available Saturday night. Use the date on the application as the application date in MPEP.

---

<sup>1</sup> <https://dhs.iowa.gov/sites/default/files/Presumptive%20FAQ%20update.pdf>

Please note that this is an exception to the process which has been communicated previously regarding completing applications when the portal is unavailable for other scheduled updates. This exception applies only to the maintenance window described above.

### **Other Systems and Call Centers**

The Pharmacy Point of Sale (POS) system will not be impacted. Pharmacies may use the POS system as normal.

Other web-based portals such as Electronic Data Interchange Support Services (EDISS) and IMPA will have limited to no accessibility.

During this time, the Member Services, Provider Services, *hawk-i*, DHS Contact Center, Medical Services and Pharmacy call centers will be closed. Please note, Iowa Medicaid offices and call centers were previously scheduled to be closed on Thursday, November 27 and Friday, November 28 in observance of Thanksgiving.

The main [Iowa Department of Human Services website](http://dhs.iowa.gov/)<sup>2</sup> will still be accessible and will provide information on the system maintenance while it occurs.

---

<sup>2</sup> <http://dhs.iowa.gov/>