



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1644-MC

DATE: March 28, 2016

TO: All Iowa Medicaid Providers Excluding Individual Consumer Directed Attendant Care (CDAC) Providers and Managed Care Organizations (MCOs)

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

RE: Medicaid Preferred Drug List for Medicaid and *hawk-i* Members

EFFECTIVE: April 1, 2016

Effective April 1, 2016, the IA Health Link and the *hawk-i* program will be using the [Iowa Medicaid Preferred Drug List](#)¹ for the reimbursement of prescriptions.

Please refer to each of the MCO provider manuals and leverage the MCO provider service unit for additional information related to the operational processes related to pharmacy services. Direct links to the Provider manuals of each MCO can be found below:

- [Amerigroup Iowa, Inc.](#)²
- [AmeriHealth Caritas Iowa, Inc.](#)³
- [UnitedHealthcare Plan of the River Valley, Inc.](#)⁴

Provider call centers can be reached through the following:

Managed Care Organization	Contact and Phone Number
Amerigroup Iowa, Inc.	Email: iowamedicaid@amerigroup.com Phone: 1-855-789-7989, 1-800-454-3730
AmeriHealth Caritas Iowa, Inc.	Email: iowaProviderNetwork@amerihealthcaritas.com Phone: 1-855-287-7855
UnitedHealthcare Plan of the River Valley, Inc.	Email: iowaCommunityNetwork@uhc.com Phone: 1-888-650-3462

¹ <http://www.iowamedicaidpdl.com/>

² http://providers.amerigroup.com/ProviderDocuments/IAIA_ProviderManual.pdf

³ <http://www.amerihealthcaritasia.com/pdf/provider/provider-manual.pdf>

⁴ http://www.uhccommunityplan.com/content/dam/communityplan/healthcareprofessionals/provider-admin-manual/IA_UnitedHealthcare_Provider_Manual.pdf