

Iowa Medicaid Enterprise

Notification Date: September 7, 2021

To: Pharmacy Providers

From: Iowa Medicaid Enterprise (IME)

Effective Date: September 25, 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, September 25, 2021 from 9:00 p.m. to Sunday, September 26, 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.