**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.