# INFORMATIONAL LETTER NO. 2744-MC-FFS

**DATE:** November 17, 2026

**TO:** Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC) and Fee-for-Service (FFS)

**FROM:** Iowa Department of Health and Human Services (HHS), Iowa Medicaid

**RE:** Pharmacy Benefit Carve-Out - Reminder

**EFFECTIVE:** December 1, 2026

This is a reminder **effective December 1, 2026**, Iowa Medicaid will transition the outpatient pharmacy benefit for Medicaid managed care members from Managed Care Organizations (MCOs) to the Iowa Medicaid Fee-for-Service (FFS) Pharmacy Program administered by **Optum Rx**.

**What You Need to Know**

Beginning **December 1, 2026**:

- Outpatient pharmacy claims for Iowa Medicaid members must be submitted to the **Iowa Medicaid Fee-for-Service Pharmacy Program** through Optum Rx.
- Medicaid MCOs will no longer process or reimburse covered outpatient pharmacy claims with dates of service on or after **December 1, 2026**.
- Prior authorization (PA) requests for outpatient pharmacy benefits will be administered by **Optum Rx**.
- Optum Rx will honor all active MCO PAs that span dates beyond December 1, 2026, for the life of the PA.
- Claims with dates of service **prior to December 1, 2026,** should continue to be submitted to the member's MCO.

- Copays for all Iowa Medicaid pharmacy claims will be waived starting December 1, 2026, through June 30, 2027. Copays for pharmacy claims will take effect beginning July 1, 2027, as required by state law for those who are not exempt.

**Pharmacy Claims Processing Information**

Effective December 1, 2026, outpatient pharmacy claims should be submitted using:

Iowa Medicaid Point-of-Sale Unit
BIN: 011933
PCN: IAPOP
ID: Member's Medicaid ID#

**Pharmacy Provider Portal**

The Optum Rx Iowa Medicaid Pharmacy Provider Portal is a tool pharmacy providers can use to verify member eligibility, including member IDs, and price prescriptions for Iowa Medicaid members. The portal can be found at https://iowa.pharmacy.optum.com/prelogin/ohid[1]. Each user must register individually to access the portal. Users can include pharmacists and pharmacy technicians. Registration instructions and additional resources, including the registration form, user guide, and Frequently Asked Questions (FAQs) are available on the portal website.

Refer to IL #2743 for additional information regarding the Pharmacy Provider Portal.

**Need Assistance?**

Providers experiencing claim rejections, prior authorization questions, or point-of-sale issues should contact:

| | Phone numbers | Hours of Operations |
|---|---|---|
| **Point of Sale (POS) Helpdesk – Optum Rx** | 1-877-463-7671<br>515-256-4608 (local) | 8:00 am – 5:00 pm CST<br>Monday – Friday, excluding State Holidays |
| **Pharmacy Prior Authorization (PA) Helpdesk – Optum Rx** | 1-877-776-1567<br>515-256-4607 (local) | 8:00 am – 5:00 pm CST<br>Monday – Friday, excluding State Holidays |

[1] https://iowa.pharmacy.optum.com/prelogin/ohid

We thank you for your continued dedication to serving Iowa Medicaid members and appreciate your partnership.

For any questions, please call the POS Helpdesk at 1-877-463-7671 or 515-256-4608 locally in Des Moines or by email at pba_iapdlinfo@optum.com.

If you have questions, please contact Iowa Medicaid Provider Services or contact the appropriate MCO

**Iowa Medicaid Provider Services:**

- Phone: 1-800-338-7909
- Email: imeproviderservices@hhs.iowa.gov

**Managed Care Organizations (MCOs):**

**Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: https://www.iowatotalcare.com

**Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: iaproviderrelations@molinahealthcare.com
- Website: https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx
- Provider Portal: https://www.availity.com/molinahealthcare

**Wellpoint Iowa, Inc.:**

- Phone: 1-833-731-2143
- Email: ProviderSolutionsIA@wellpoint.com
- Website: https://www.provider.wellpoint.com/iowa-provider/home