

Iowa Medicaid

Cutover to Optum Rx Systems- Post Go Live Updates

Notification Date: August 11, 2026

The transition to Optum Rx systems was completed on July 27, 2026.

Update to pay and chase billing instructions:

Please note, claims for members under 21 years of age should be billed to Iowa Medicaid as primary.

Members should continue to contact member services at 800-338-8366 or 515-256-4606 (local) for updates related to primary insurance coverage.

Update to Coordination of Benefits (COB):

Please note, in addition other coverage code (OCC) 2, OCC 3 and OCC 4 are accepted values for claim submission. Please refer to the payer sheet located at www.iowamedicaidpdl.com under billing information for additional information.

Thank you for your patience, diligence, and willingness to serve Iowa Medicaid members as we continue to optimize and stabilize these new systems. Please continue to contact the POS helpdesk at 877-463-7671 or 515-256-4608 (local) for any issues that you may encounter.