

Iowa Medicaid

Notification Date: September 16, 2025

To: Pharmacy Providers

From: Iowa Medicaid

Effective Date: September 23, 2025
Time: 9:00 p.m. – 10:00 p.m. CT

Subject: Iowa Medicaid Point of Sale (POS) Maintenance Window

Due to scheduled system maintenance, the Iowa Medicaid POS system may be unavailable on Tuesday, September 23, 2025 from 9:00 p.m. to 10:00 p.m. CT. Pharmacy claims may not be adjudicated during this time. We apologize for any inconvenience this may cause.

Iowa Medicaid 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.