



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

## INFORMATIONAL LETTER NO. 931

**DATE:** August 31, 2010  
**TO:** Iowa Medicaid Providers  
**FROM:** Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)  
**RE:** Electronic Provider Payments

Provider payments will be transmitted only via an electronic format effective with the **September 20, 2010 payment cycle** with funds available the following Thursday, September 23, 2010. Paper checks will no longer be issued as of this date. This change is part of a larger and continuing commitment to help make Medicaid as responsive and cost effective as possible.

- This will not impact CDAC providers who are already dues paying members of AFSCME and receive their payments from BMGI. Only those CDAC providers who are paid directly by the IME via paper check will need to make a change.
- Every provider with a bank account that still receives a paper check from the IME should complete an EFT Authorization (form 470-4202) to set up the EFT transaction. Providers, who do not have a bank account, are encouraged to establish one and sign up for EFT. The EFT request form can be obtained at <http://www.ime.state.ia.us/Providers/Forms.html>, or by calling the number below. The form may be faxed to 515-725-1155 or mailed to the address on the form.
- Providers paid through the debit card process may still sign up for EFT at any time to change how subsequent Medicaid payments are delivered.
- For all providers not signed up for the EFT direct deposit option, a new, prepaid Visa debit card called the **IME Electronic Access Card** payment method will be utilized.
- **Providers who did not request the EFT payment option by September 7, 2010 will automatically be enrolled to receive the new debit card.**
- Providers may still request the EFT option at anytime.

### Some of the Features of the IME Electronic Access Visa Debit Card are:

- No service fee for the card
- Unlimited access through a secure program website, [www.EPPICard.com](http://www.EPPICard.com). View your account balance and transaction history online; locate a convenient ATM, and other services.
- Make purchases or get cash back at a merchant.
- Get cash at an ATM or a bank teller in a bank displaying a Visa acceptance mark.
- Choose to have automated notification of deposits posted to your account by telephone or e-mail.
  - For telephone notification, call customer service at 1-866-899-5611 and follow the prompts to setup this service.
  - For e-mail notification of deposits, go to [www.EPPICard.com](http://www.EPPICard.com). Set up your website ID and password and enter your personal e-mail address.
- You are allowed three (3) free ATM cash withdrawals each calendar month at Alliance One ATMs in Iowa or at any MoneyPass or Wells Fargo Bank ATM location.
- Unused free ATM withdrawals carry over for use through the following month.
- You are allowed six (6) free calls each month to Interactive Voice Response (IVR) to check your balance and obtain account information. After the allocated free calls, your account is charged \$0.40 for each additional call made during the calendar month.

- ♦ All fees and charges are deducted from your debit card. If the fee is greater than the balance in the account, it will be deducted from future deposits made to your debit card.
- ♦ You are allowed one free replacement card per calendar year. (A \$5.00 replacement card fee is assessed for each requested card replacement after the free replacement card per calendar year).
- ♦ A convenient customer service toll-free number, 1-866-899-5611, is available to provide balance and account information 24 hours a day, 7 days a week, year round. This number is also used to report lost or stolen cards.
- ♦ If you report an address change when calling the above number, **you must also submit a written change of address as required by your provider agreement to:**
  - Provider Services Unit, Iowa Medicaid Enterprise
  - P. O. Box 36450
  - Des Moines, IA 50315

An Address Change Request Form, 470-4608, can also be found on the IME website at <http://www.ime.state.ia.us/docs/470-4608.pdf>

Informational Letters and Medicaid Provider General Letters will be transmitted exclusively in an electronic format in the near future. For both types of letter, an additional notification mechanism is being designed for the Iowa Medicaid Portal Access (IMPA) website at: <https://secureapp.dhs.state.ia.us/imp/>; details of this new feature will be sent as soon as it is complete and tested.

The IME appreciates your partnership as we work together to serve the needs of Iowa Medicaid members. If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or locally (in Des Moines) at 515-256-4609, or by e-mail at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).