



# Iowa Department of Human Services

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Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

## INFORMATIONAL LETTER NO.1428

**DATE:** October 10, 2014

**TO:** Iowa Medicaid Pharmacy Providers

**FROM:** Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

**RE:** Submission of Approved Exception to Policy (ETP) Requests for Prescribed Drugs

**EFFECTIVE:** November 3, 2014

Effective November 3, 2014, most pharmacy prescribed drug claims with an approved ETP may be submitted through the pharmacy Point of Sale (POS) system. The ETP approval letter will indicate whether a claim should be submitted through the POS system or on a universal claim form, PUCF-D01PT (VER 1.2).

ETP requests approved prior to the effective date will continue to be submitted through the process indicated in the ETP approval letter through the end date of the ETP approval.

### Pharmacy Providers:

Upon receipt of an approved ETP letter indicating the claim may be submitted electronically through POS, please follow the steps below:

- Submit the claim electronically through POS to receive a claim rejection.
- Call the POS Helpdesk at 877-463-7671 or 256-4608 (local) to request a claim override due to an ETP approval.
- A POS Helpdesk technician will retrieve the ETP approval letter and verify approval dates.
- The claim will be provided an override for the duration of the ETP approval.
- This process will need to be completed for all ETP approvals and extensions.

If you have questions, please contact the Pharmacy Point of Sale Helpdesk at 1-877-463-7671, or locally in Des Moines at 515-256-4608 or email at [info@iowamedicaidpos.com](mailto:info@iowamedicaidpos.com).