

INFORMATIONAL LETTER NO. 2022-MC-FFS-D

DATE: June 28, 2019

TO: All Iowa Medicaid Providers, excluding Individual Consumer Directed Attendant Care (I-CDAC)

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS), Dental (D)

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

RE: Mandatory Electronic Billing Requirements

EFFECTIVE: Immediately

Beginning August 1, 2019, the IME is implementing a **mandatory** electronic billing requirement for all Medicaid enrolled providers.

This mandatory requirement excludes Individual CDAC providers, and will be implemented for Medicaid enrolled dental providers starting February 1, 2020.

Initial details of this requirement were announced in April 2019 in [Informational Letter 2003-MC-FFS](#)¹. Additionally, this requirement was discussed during the IME's annual provider training sessions held last month. Providers can view the slides of that presentation on the [DHS website](#)².

The MCOs will follow the same requirements as FFS when processing claims received as of August 1, 2019.

Electronic Submission of Claims

The IME will no longer process paper claim forms received as of August 1, 2019. This change is not based upon the date of service, but is based upon the date a paper claim is received at the IME for processing.

¹ https://dhs.iowa.gov/sites/default/files/2003-MC-FFS_Provider_Preparation_for_Future_Electronic_Billing_Requirement.pdf?061020191347

² https://dhs.iowa.gov/sites/default/files/IME_2019.pdf?061020191414

Electronic Submission of Supporting Documents

Providers billing for FFS claims, will use the Iowa Medicaid Portal Access (IMPA) system for submitting supporting documents.

IMPA access will be needed for anyone billing claims to the IME. If there are multiple billers wishing to upload documents independently, each biller must have their own IMPA account.

Providers only need to submit supporting documents when such documents are necessary to process a claim. If supporting documents are necessary, providers must upload the documents to IMPA within seven business days of submitting the medical claim.

Information about creating an IMPA account and requesting access to upload documents can be found in [IL 2003](#)³. Providers are encouraged to create an IMPA account, if they haven't already, and then [request access to upload documents to IMPA](#)⁴.

The IME is requesting that providers begin creating their IMPA accounts immediately instead of waiting until the final days before the transition. Providers waiting until the end of July to start this process may expect a delay in access being granted to the document upload portion of IMPA and thus a delay in the payment of their claims.

Starting August 1, 2019, providers who have been granted access to upload documents will see an "Upload File" option under the "File" menu within IMPA starting August 1, 2019. Providers will choose "Electronic Billing Attachments" under the secondary menu. (Screenshots of the step-by-step process can be found on the [DHS website](#)⁵.)

When uploading documentation to IMPA, providers must enter a 16-digit attachment control number (ACN) and their 10-digit National Provider Identifier (NPI) number. The ACN format must be the member ID number combined with date of service (MMDDYYYY). The ACN field format is important to ensure the documentation can be referred to the appropriate claim.

IMPA will accept many different file types, but has a maximum file size of 20 megabytes (MB). If a file is larger than 20 MBs, providers will need to split the file into multiple files and then upload them individually. Each additional file must have the same ACN number to ensure all documentation can be referred to the appropriate claim.

³ https://dhs.iowa.gov/sites/default/files/2003-MC-FFS_Provider_Preparation_for_Future_Electronic_Billing_Requirement.pdf?061020191347

⁴ <https://www.tfaforms.com/4705523>

⁵ https://dhs.iowa.gov/sites/default/files/IME_2019.pdf?061020191414

Recoupments, Adjustments and Provider Inquiries

The mandatory electronic billing requirement will also apply to recoupments and adjustments for FFS. Paper forms 470-0040 and 470-4987 will not be accepted as of August 1, 2019.

Provider inquiry Form 470-3744 may not be submitted for the purpose of attaching documentation. Supporting documents needed by the IME to process a claim must be uploaded to IMPA, as described above.

Provider inquiries will still be accepted as of August 1, 2019, but only for appropriate requests:

- Requesting Medical Services/policy review of Healthcare Common Procedure Coding System (HCPCS)
- Requesting Medical Services/policy review of fee schedule for HCPCS code
- Disputing denial of a previously reviewed claim

For adjustments and provider inquiries with Amerigroup, the mandatory electronic requirement applies. Overpayment notifications will be accepted on the designated paper forms at the Amerigroup website noted below.

Electronic Billing Options

The IME offers the following options for providers to consider for electronic billing:

- **ABILITY PC-ACE Pro:** This software is available to all providers through the IME for billing FFS claims. Contact the IME at the number below for additional information. There is no cost for FFS member claims billed through ABILITY PC-ACE Pro.
- **MCO portals:** Each MCO has an online portal for claim submission and management. Contact the MCOs at the numbers listed below for additional information.
- **Electronic Data Interchange (EDI) Clearinghouse Options:** EDI Clearing House options are available that can be used to bill both FFS and MCO claims.

IME Provider Services for FFS members:

- Provider email: imeproviderservices@dhs.state.ia.us.
- Provider Services: 1-800-338-7909

Amerigroup Iowa, Inc. Provider Services:

- Provider Portal (for electronic claims submission): www.Availity.com
- Website: <https://providers.amerigroup.com/ia/Pages/ia.aspx>
- Provider Services: 1-800-454-3730

Iowa Total Care Provider Services:

- Secure provider web portal for claim submission: www.iowatotalcare.com
- Website: <https://www.iowatotalcare.com/providers.html>
- Provider Services: 1-833-404-1061

If you have questions, please contact the IME Provider Services Unit at 1-800-338-7909, or email at IMEProviderServices@dhs.state.ia.us.