

**INFORMATIONAL LETTER NO. 2129-MC-FFS-D-CVD**

**DATE:** April 16, 2020

**TO:** All Iowa Medicaid Providers

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

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

**RE:** Prior Authorizations (PAs), Claims Filing for MC during COVID-19  
Pandemic

**EFFECTIVE:** April 1, 2020

In response to the COVID-19 pandemic, the Department, along with the Managed Care Organizations (MCOs) and the dental plan administrators, is taking the following actions to help providers during this unprecedented time.

**Prior Authorizations (PAs)**

At this time, the Department is not waiving all PAs for Medicaid members during the COVID-19 pandemic. Nor is the Department extending all PAs for continuity of care. The Department is monitoring PAs daily, including the time period for approval, and will use this data to make changes, if necessary.

However, any PAs approved by the MCOs, dental plan administrators, or the Department (for FFS) for elective procedures that were delayed or cancelled due to the COVID-19 pandemic, that expire in March, April or May 2020, will be extended for an additional 90 days from the date of the expiration. PAs will be extended in 90-day increments through the end of the emergency period. For specific information for additional MCO PA waivers, please refer to the MCO provider website.

**Claims Filing Extension for MC**

Effective with dates of service beginning April 1, 2020, providers will have an additional 90 calendar days to submit first time medical claims and encounters for MC claims. Specifically, providers must submit first time medical claims and encounters within 270 calendar days of service.

There is currently no change to the claims filing deadline of 365 days from the date of service for dental and FFS claims.

After the COVID-19 pandemic ends, normal billing practices will resume.

If you have questions, please contact:

**IME Provider Services for FFS members:**

- Provider email: [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).
- Provider Services: 1-800-338-7909

**Managed Care Organizations:**

- Amerigroup Iowa Provider Services: 1-800-454-3730
- Iowa Total Care Provider Services: 1-833-404-1061

**Dental Providers:**

- Delta Dental of Iowa Provider Services: 1-800-472-1205
- Managed Care of North America Provider Services: 1-855-856-6262