



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

INFORMATIONAL LETTER NO. 873

DATE: December 17, 2009

TO: Iowa Medicaid Dental Providers

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise

RE: New FAX Number for Dental Prior Authorization Requests

EFFECTIVE: January 1, 2010

The Iowa Medicaid Enterprise (IME) is continuously striving to simplify work processes and to increase efficiency for both the Medicaid program and providers. In order to help expedite the processing of prior authorization requests for dental services, FAX number **515-725-0938** has been established specifically for dental prior authorizations. Dental providers should begin using this FAX number immediately. Faxes sent to the Medical Services prior authorization FAX number 515-725-1356 after February 1, 2010 may be delayed.

The mailing address: Medical Prior Authorization, P.O. Box 36478, Des Moines, Iowa, 50315 remains the same.

Telephone inquiries regarding the status of a submitted prior authorization request should continue to be directed toll free to 888-424-2070, locally to 515-725-1009.

For a listing of the dental procedures that require prior approval, please see Informational Letter NO. 773, dated December 26, 2008 available on-line at: <http://www.ime.state.ia.us/Providers/Bulletins.html>.

NOTE: Prior authorization requests submitted for services not covered by Medicaid or for situations that do not meet established criteria will be denied as not covered in accordance with policy. A request for an exception to policy should be submitted for unusual or exceptional situations that do not meet the established criteria or require a non-payable procedure. An exception to policy request may be submitted on-line at: http://www.dhs.state.ia.us/dhs/appeals/exceptions_policy.html, or by mail to: Department of Human Services, Appeals Section, 1305 East Walnut Street, 5th Floor, Des Moines, Iowa, 50319.

If you have any questions, please contact the IME Provider Services Unit, 1-800-338-7909, locally 515-725-1004 or by e-mail at imeproviderservices@dhs.state.ia.us