



## INFORMATIONAL LETTER NO. 2555-MC-FFS

**DATE:** February 21, 2024

**TO:** All Iowa Medicaid Providers

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

**FROM:** Iowa Department of Health and Human Services (HHS), Iowa Medicaid

**RE:** Universal Prior Authorization (PA) Forms for Medical Requests

**EFFECTIVE:** Upon Receipt

**\*\*\*This informational letter (IL) updates IL No. 2147\*\*\***

Providers for both Managed Care (MC) and Fee-for-Service (FFS) **must** begin using the updated universal forms for requesting medical prior authorizations (PAs). The updated universal forms include one PA request form for [outpatient services \(470-5595\)](#)<sup>1</sup>, another PA form for [inpatient services \(470-5594\)](#)<sup>2</sup> and a [supplemental form \(470-5619\)](#)<sup>3</sup> for additional provider addresses, member diagnosis and procedure codes. All three universal forms can be downloaded and printed from the [Provider Forms webpage on the HHS site](#)<sup>4</sup>. **All medical PA requests must be submitted on the new universal forms.**

For more information, please see the [Outpatient Medicaid Prior Authorization Resource Guide](#)<sup>5</sup> and [Inpatient Medicaid Prior Authorization Resource Guide](#)<sup>6</sup>. These resource forms can also be found on [HHS' Provider Forms webpage](#)<sup>7</sup>.

The only change to the PA process is the new PA request forms. There will be no change to any of the current PA requirements or approvals that are already in place. Additionally, there is no change to the authorization timeframes that have always existed. Also, how providers submit authorization requests and how they receive notification of an approval or denial is not changing.

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<sup>1</sup> <https://hhs.iowa.gov/media/6157/download?inline=>

<sup>2</sup> <https://hhs.iowa.gov/media/6156/download?inline=>

<sup>3</sup> <https://hhs.iowa.gov/media/6183/download?inline=>

<sup>4</sup> <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/imeprovidersforms>

<sup>5</sup> <https://hhs.iowa.gov/media/12217/download?inline=>

<sup>6</sup> <https://hhs.iowa.gov/media/12216/download?inline=>

<sup>7</sup> <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/imeprovidersforms>

**Providers are expected to check a member's eligibility prior to submitting the PA request. If the PA request is not sent to the correct entity that the member is enrolled with, it will not be reviewed.**

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate MCO:

**Iowa Medicaid Provider Services:**

- Phone: 1-800-338-7909
- Email: [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us)

**Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: [providerrelations@iowatotalcare.com](mailto:providerrelations@iowatotalcare.com)
- Website: <https://www.iowatotalcare.com>

**Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: [aproviderrelations@molinahealthcare.com](mailto:aproviderrelations@molinahealthcare.com)
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider portal: <https://www.availity.com/molinahealthcare>

**Wellpoint Iowa, Inc. (formerly Amerigroup Iowa, Inc.):**

- Phone: 1-833-731-2143
- Email: [ProviderSolutionsIA@wellpoint.com](mailto:ProviderSolutionsIA@wellpoint.com)
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>