

NYRx Education and Outreach for Managed Care Organizations (MCOs)

April 28, 2023

NYRx Education and Outreach

On April 1, 2023, the prescription drug benefit for all Medicaid members enrolled in a Mainstream Managed Care Plan, Health and Recovery Plan (HARP), and HIV-Special Needs Plan (HIV-SNP) was transitioned to NYRx, the Medicaid Pharmacy Program.

In addition to the existing Medicaid member and provider helplines, starting Monday, April 3, there is a dedicated team, led by Magellan, to support care coordination.

This team will assist NYSDOH and its stakeholders with:

- Ensuring members receive their medications in a timely manner
- Supporting special member populations
- Facilitating intervention and access for medically complex cases
- Providing detailed information about NYRx drug coverage, prior approval requirements, and NYRx enrolled pharmacies
- Coordinating assistance for pharmacies with claims processing

There are two distinct and complimentary areas of stakeholder support, available Monday through Friday 8:00 AM to 5:00 PM EST:

Education and Outreach Team

- Resource for NYRx program-related questions
- Pharmacy service representatives monitor and respond to inquiries through emails, calls, and virtual support sessions
- Hosts office hours via [Zoom](#) at noon EST every Monday and Wednesday
- Engages with stakeholders for specialized support as needed

Call Center Staffed by Clinical Liaisons

- Clinical liaisons are trained to support and help solve complex pharmacy cases for:
 - Managed Care Organizations
 - Caseworkers and NYS agencies
 - Prescribers and pharmacies with questions regarding NYRx drug coverage, prior approval requirements, and NYRx-enrolled pharmacies
- Complex care coordination for populations such as HIV/AIDS, Hemophilia, Foster Care Children, Serious Mental Illness, Substance Use Disorder, and Hepatitis C

Contact Information

The NYRx Education and Outreach Call Center is available Monday through Friday 8:00 AM to 5:00 PM EST by calling 1-833-967-7310.

NYRx program-related questions and non-member-specific questions can be emailed to NYRxEO@magellanhealth.com.

Monday/Wednesday Office Hour Zoom session link:

<https://magellanhealth.zoom.us/j/94523012733?pwd=ZUNUUjBGZnZwU3dSM3VjUDI0QU1kdz09&from=addon>