

# NYRx Prior Authorization Call and Fax Guide

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This document provides a brief overview of the NYRx Prior Authorization (PA) process.

## Overview

NYRx, the New York State Medicaid Pharmacy program, covers medically necessary FDA-approved prescription and non-prescription drugs for Medicaid members. Certain drugs/drug categories require the prescribers to obtain prior authorization before NYRx will cover the cost of the drug. Information on PA requirements can be found on the [NYRx Preferred Drug List \(PDL\)](#).

## What Is Prior Authorization?

PA is a utilization management process used to determine if a specific medication meets the criteria for coverage of cost.

The NYRx program requires PA for non-preferred drugs and for select drugs or drug classes where additional information is needed to ensure appropriate and medically necessary use that is not likely to result in adverse medical consequences.

Preferred products and coverage criteria are determined and based on recommendations by the New York State Drug Utilization Review Board (DURB).

## Where Do I Find NYRx Prior Authorization Requirements?

Details about PA requirements can be found on the [NYRx Preferred Drug List \(PDL\)](#). Information about NYRx Medicaid Pharmacy Programs can also be found on the program homepage, in the [NYRx Preferred Drug Program \(PDP\)](#), or [NYRx Drug Utilization Review Program \(DUR\)](#) quick reference guides. In most cases, preferred products will not require a PA when prescribed according to the FDA label. Prescribers should review the criteria before requesting PA.

**Note:** NYRx recognizes diagnoses by ICD-10 code included in a member's electronic medical record (EMR) and previous drug history in NYRx claims data. When this information is found at the time of pharmacy claim submission a PA is automatically generated thus, the provider does not need to initiate a PA. Providers should include all applicable diagnosis codes in a member's EMR and submit their claims in a timely manner to decrease the need to manually obtain PA.

## What Information Will Be Required When Submitting a Prior Authorization?

Both fax and phone requests require the prescriber or their authorized agent to provide the following:

- Member name
- Member's date of birth
- Member's Medicaid client identification number (CIN)
- Prescriber name
- Prescriber national provider identifier (NPI)
- Prescriber phone number
- Prescriber fax number
- Drug being requested (name, strength, direction, quantity, and refills)

For non-preferred drugs provide the following:

- Reason a preferred product cannot be used
- Treatment failure with a preferred agent
- Adverse reaction with a preferred agent
- Documented history of successful therapeutic control with the non-preferred agent and transition to a preferred agent is contraindicated

Drug Utilization Review (DUR) criteria requirements may include:

- Diagnosis (ICD-10)
- Age
- Step therapy

## How to Submit a Prior Authorization?

A provider or their authorized agent may request a PA by **phone**:

- Prescribers or their agents can call the Magellan Clinical Call Center at 877-309-9493 to initiate a PA.
- The Clinical Call Center is operational 24 hours a day, 7 days per week.
- Most PAs initiated via phone call have a determination made within the initial phone call.

A provider or their authorized agent may also request a PA by **fax**:

- Prescribers or their authorized agents may submit a [standard PA fax form](#) or [drug-specific worksheet](#) by fax to (800) 268-2990.
- Fax requests are responded to within 24 hours.

## Resources

- [NYRx Preferred Drug List \(PDL\)](#)
- [NYRx Preferred Drug Program \(PDP\)](#)
- [NYRx Education & Outreach Website](#)

## Contact Information

The NYRx Education and Outreach Call Center is available at 833-967-7310 from 8:00 AM to 5:00 PM ET, Monday through Friday, excluding holidays.

For NYRx program-related questions and non-member-specific questions, email the NYRx Education and Outreach team at [NYRxEO@magellanhealth.com](mailto:NYRxEO@magellanhealth.com).

The Education and Outreach team hosts virtual office hours every week for stakeholders to ask questions related to NYRx and care coordination. Visit the [NYRx Education & Outreach Website](#) for office hour drop-in Zoom links. Office hours are also available by appointment. For more information, email the NYRx Education and Outreach team at [NYRxEO@magellanhealth.com](mailto:NYRxEO@magellanhealth.com).

Days	Audience
Monday and Wednesday 12:00 PM – 1:00 PM ET	Managed Care Plans
Tuesday and Thursday 12:00 PM – 1:00 PM ET	<ul style="list-style-type: none"> <li>• Pharmacy Providers and Prescribers</li> <li>• Office of Mental Health</li> <li>• Office of Addiction Services and Supports (OASAS)</li> <li>• Office of Medicaid Inspector General (OMIG)</li> <li>• New York Blood Center</li> <li>• Foster Care</li> <li>• AIDS Institute and Stakeholders</li> </ul>