

NYRx Prior Authorization Frequently Asked Questions

NYRx, the New York State Medicaid Pharmacy program, covers medically necessary FDA-approved prescription and non-prescription drugs for Medicaid members. Prescription drugs require a prescription order with the appropriate required information. Non-prescription drugs, also known as over-the-counter (OTC) drugs, require a fiscal order either e-prescribed or written on an official NY State prescription form. Certain drugs/drug categories require the prescriber to obtain prior authorization (PA) before NYRx will cover the cost of the drug. Information on PA requirements can be found on the [NYRx Preferred Drug List \(PDL\)](#).

1. What is a prior authorization?

Prior authorization is a utilization management process used to determine if a specific medication meets the criteria for coverage.

2. What type of information is needed for prior authorization?

The NYRx program requires prior authorization (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.

Details about PA requirements can be found on the [NYRx Preferred Drug List \(PDL\)](#).

3. What happens when an enrollee gets to the pharmacy and is told that their drug requires prior authorization?

The pharmacist may contact the prescriber and work with them to either switch to a preferred product or advise them that they will need to contact the NYRx call center to provide the needed information for prior authorization. Enrollees may also contact their prescriber to discuss their prescriptions.

4. If, after considering the products on the PDL, the physician still feels the enrollee needs a drug requiring prior authorization, what needs to be done?

Prior authorization (PA) requests can be directed to the PA clinical call center at **1-877-309-9493**. Prescribers should have their identifying information ready, as well as the enrollee's Medicaid ID number available. Prescribers should also be prepared to respond to questions about the enrollee's medical need for a product drug. PA requests for PDP drugs can also be [faxed](#) to the call center at **1-800-268-2990**. Faxed requests may take up to 24 hours to process.

5. Who can obtain a prior authorization?

Only the prescriber or their authorized agent may obtain prior authorization.

6. Who is considered an authorized agent?

An authorized agent is an employee of the prescribing practitioner and has access to the patient's medical records. For example, a nurse, medical assistant, etc.

7. Can a pharmacy submit a prior authorization?

No, pursuant to Social Security Law, only the prescriber or their agent, defined as someone who is an employee of the prescribing practitioner and has access to the patient's medical records, can obtain a prior authorization (PA).

The only exception to this is if a 72-hour emergency PA is warranted and the prescribing physician or a member of their staff cannot be reached to initiate the PA. In this scenario, the pharmacy may contact Magellan and initiate a 72-hour supply.

8. Why can't a pharmacy initiate a prior authorization?

If a prescriber grants a pharmacist at a retail location the authority to handle his/her PA requests, the prescriber's actions would be considered "patient steering." This arrangement does not give the patient a CHOICE as to where they go to get their drugs.

Federal Law prohibits limiting a Medicaid beneficiary's freedom of choice except under certain circumstances including but not limited to such as recipient restriction. *Federal Social Security Act the State Plan for medical assistance Sec. 1902 [42 U.S.C 1396a] (a)(23).*

9. Does the pharmacist need to input the prior authorization number to receive a paid claim?

Effective December 29, 2011, pharmacy providers will no longer have to validate prior authorizations (PAs), and PA numbers will no longer need to be written on a prescription or submitted on a claim.

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.

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.

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"> • Pharmacy Providers and Prescribers • Office of Mental Health • Office of Addiction Services and Supports (OASAS) • Office of Medicaid Inspector General (OMIG) • New York Blood Center • Foster Care • AIDS Institute and Stakeholders