

NYRx Out-of-State Traveling

New York State (NYS) Medicaid members should plan for their prescription needs prior to traveling out of state. There are options available to ensure a member has enough medications available if they are away from their local pharmacy. Members should work with their pharmacy and prescriber to ensure they have what they need.

What Providers Need to Know

Early Refill Policy

Members are allowed to refill a prescription before the total amount of the previous supply was used if one of the two following conditions exist, the more stringent rule will apply:

- More than 75 percent of the previously dispensed amount has been used, or
- No more than a 10-day supply (non-controlled substance) or 7-day supply (controlled substance) of medication is remaining based on the cumulative amount that has been dispensed over the previous 90 days.

Early filling of more than the allowed amount for vacation or a temporary absence is not permissible.

Vacation Policy

NYS Medicaid ensures an ample supply of medication to accommodate most vacations or temporary absences. NYS Medicaid does not provide an additional supply of medication for these occurrences. Members should prepare in advance of travel and use the options available to ensure they have the supply needed. Options include:

- Early refill as outlined in the section above, or
- Work with their pharmacy and/or prescriber to increase the days' supply of medication dispensed per fill. NYRx will allow up to a 90-day supply to be dispensed for some maintenance medications. If a member has been stabilized on the medication and has been taking their medication consistently, they may talk to their pharmacist or prescriber about increasing the day supply dispensed. This option may require a new prescription.

Traveling within the United States

NYS Medicaid provides services in the geographic area of New York state.

While traveling out of state:

- If a member needs a new prescription filled, they can check to see if there is a pharmacy nearby that is enrolled in NYS Medicaid. There are a limited number of out-of-state pharmacies enrolled in NYS Medicaid. Not all of these pharmacies are enrolled to provide the full NYRx benefit. To see if there is an NYS Medicaid enrolled pharmacy nearby, visit the [Out of State Locator Search for a Pharmacy or Medical Equipment Supplier](#) page.
- If a member needs a refill of an existing prescription, they can ask their current pharmacy if they will send their medications in a secure method to guarantee delivery. Medicaid is not responsible for lost or stolen drugs.

Members who travel out of state may incur out-of-pocket costs that are not reimbursable.

Resources

- [NYRx Education & Outreach Website](#)
- [Out of State Locator Search for a Pharmacy or Medical Equipment Supplier](#)

Contact Information

The NYRx Education & Outreach Call Center is available by phone at 1-833-967-7310 or by email at NYRxEO@primetherapeutics.com from 8:00 AM to 5:00 PM ET, Monday through Friday, excluding holidays.

The NYRx Education & 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 more information.