

NYS Medicaid Enteral Prior Authorization – Prescribers, DME Providers and Pharmacies

Enteral Benefit Coverage - Automated Authorization

The following applies when submitting an enteral prior authorization (PA) through the automated DiRAD system:

Automated Coverage Criteria

- Members who are fed via nasogastric, gastrostomy, or jejunostomy tube.
- Members with inborn metabolic disorders.
- Children up to 21 years who require liquid oral nutritional therapy with a condition where nutrients from food cannot be absorbed or metabolized.
- Orally fed adults who meet BMI requirements with a diagnosis of HIV infection, AIDS, HIV-related illness, or other disease or condition.

Formula Coverage Exceptions

- Enteral nutritional therapy as a convenient food substitute.
- Standard milk-based infant formulas are not covered.
- Calories limited to 2000 per day for tube-fed or inborn metabolic disorders.
- Orally fed limited to 1000 calories per day supplemental.

Prior Approval Required

- All instances that do not meet automated coverage criteria.
- Any change in the approval to the Healthcare Common Procedure Coding System (HCPCS) code.
- Orally fed adults are allowed up to two refills for each authorization and up to two authorizations in a year. Additional authorizations require prior approval.

For full criteria, see the eMedNY [Durable Medical Equipment, Prosthetics, Orthotics, and Supplies Procedure Codes and Coverage Guidelines](#).

Enteral Prior Authorization Process

Medical Information – Ordering Prescriber

The ordering prescriber can access the [Enteral Web Portal](#) or use the telephonic interactive voice response (IVR) system, 866-211-1736 to enter medical information for approval. If criteria are met an authorization number will be issued. The fiscal order, including the authorization number, is sent to the dispensing provider.

Dispensing Provider Activation – DME provider or Pharmacy

The dispensing provider uses the portal or IVR to activate the authorization. The billing code entered must match the medical information entered during the application process.

Things to Remember When Using the Automated System

- Ordering providers may cancel an authorization BEFORE dispenser activation.
- Once the dispensing provider has activated the PA by submitting the billing code, the PA can no longer be canceled using the automated systems.
- Ordering providers may start the renewal process using automated systems up to ten days prior to the expiration of the current approval. The renewal process for approvals requiring medical review may begin up to 30 days in advance by submitting a request via ePACES or prior approval request forms.
- Please do not use the copy and paste when using the portal. It places extra spaces in the field that may cause the system to misread the information.
- Verify the ordering prescriber's enrollment in New York State Medicaid before activating an automated authorization. Prescribers not enrolled in Medicaid will not cross into eMedNY.
- Please have your dispensing provider's four-digit category of service code when using the portal or IVR.
- Inborn metabolic disorders require an ICD-10-CM diagnosis code. Examples of an inborn metabolic disorder are Phenylketonuria (PKU) or Multiple acyl-CoA dehydrogenase deficiency (MADD). Milk allergies or absorption issues are not inborn metabolic disorders.

Resources

- [Current Enteral Product Classification List](#)
- [Enteral Portal Training Shortcuts](#)
- [Enteral Web Portal - YouTube](#)

- [IVR Enteral PA Webinar - YouTube](#)
- [NYRx Education & Outreach Website](#)
- [NYS Medicaid Program Enteral Formula Prior Authorization Dispenser Worksheet](#)
- [NYS Medicaid Program Enteral Formula Prior Authorization Physician Worksheet](#)

Contact Information

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

The NYRx Education & Outreach team hosts virtual office hours every week for stakeholders to ask questions related to NYRx and care coordination. Office hours are also available by appointment. For more information, email NYRxEO@magellanhealth.com or visit the [NYRx Education & Outreach website](#).

Assistance with the Enteral Web Portal or IVR system is available by contacting OHIPMEDPA@health.ny.gov or 800-342-3005 (Option 1).