

NYRx, the Medicaid Pharmacy Program Information for Pharmacies

NYRx, the Medicaid Pharmacy Program, provides the prescription drug benefit for all New York State (NYS) Medicaid members enrolled in a Mainstream Managed Care Plan, Health and Recovery Plan (HARP), HIV-Special Needs Plan (HIV-SNP), and fee-for-service. NYRx covers medically necessary FDA-approved prescription and non-prescription drugs.

- For a complete list of NYRx-covered drugs, see the [Medicaid Pharmacy List of Reimbursable Drugs](#).
- Select drugs and drug classes are subject to specific [NYRx program requirements](#).

What Pharmacies Need to Know

- All providers who service NYS Medicaid members must be enrolled in NYS Medicaid. However, there is an exception for unlicensed interns, residents, and foreign physicians in training programs.
 - Pharmacy claims will receive a reject code/POS rejection message for prescriptions submitted with a non-enrolled prescriber.
 - National Council for Prescription Drug Programs (NCPDP) Reject code 889: Prescriber Not Enrolled in State Medicaid Program (eMedNY edit code 02218).
 - For information on how to override reject code 889, for the unlicensed resident, intern, or foreign physician in a training program, or OOS prescription situations, pharmacies should refer to the [Medicaid Update Vol 39 Number 14, September 2023 article](#) entitled *Reminder: Unlicensed Interns, Residents and Foreign Physicians in Training Programs as Prescribers*.
- Drugs subject to NYRx pharmacy programs are found in the [NYRx Preferred Drug List \(PDL\)](#).
 - Preferred drugs generally do not require prior authorization (PA) when prescribed according to FDA labeling.
 - Drugs on the [PDL](#) may also be subject to other NYRx pharmacy programs including the [Brand Less Than the Generic \(BLTG\) Program](#), [Dose Optimization \(DO\) criteria requirements](#), or [Drug Utilization Review \(DUR\) Program](#).
 - The [DUR](#) program looks for select clinical criteria such as use for an FDA-approved indication, prior trial of a drug from another drug class as supported by FDA label or professional treatment guidelines, also known as [Step Therapy \(ST\)](#), or [Frequency/Quantity/Duration \(F/Q/D\)](#) limits.

- The [NYRx Preferred Drug Quick List](#) is a quick reference guide that lists only the preferred drugs by therapeutic category and drug class.
- Prior authorization (PA) may not be needed if the clinical criteria requirements are found in the member's Medicaid claim history at the time of the pharmacy claim submission.
 - All applicable diagnosis codes should be included in a member's electronic medical record (EMR) and claims should be submitted in a timely manner to decrease the need to manually obtain PA.

Pharmacy Claim Edits

- Pharmacy providers should refer to the NYRx top edit resource sheet found in the *Useful Links* section of the [eMedNY website](#) or the [NYRx Top Claim Edit training video](#) for further assistance on how to resolve claim edits.
 - Rejections (ex: eligibility, COB, Medicare Part D) should be resolved prior to requesting a PA from the prescriber.
 - Duplicate PA requests should not be sent to the prescriber.

NYRx Education & Outreach

The NYRx Education & Outreach team assists the NYS Department of Health (DOH) and its stakeholders by ensuring members receive their medications in a timely manner, facilitating intervention and access for medically complex cases, and providing detailed information about NYRx drug coverage, prior approval requirements, and NYRx enrolled pharmacies.

- The NYRx Education & Outreach team serves as a resource for NYRx program-related questions and offers educational opportunities.
- The [NYRx Education & Outreach website](#) provides additional information about the NYRx pharmacy programs.
- In addition, the NYRx Education & Outreach team has a call center staffed with clinical liaisons, who are trained to support complex pharmacy cases, specifically for members who are transgender, have HIV/AIDs or Hemophilia, are in Foster Care, have Serious Mental Illness, Substance Use Disorder, or Hepatitis C.
- 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.

Office Hours

The NYRx Education & Outreach team hosts virtual support drop-in sessions daily during the week for stakeholders to hop in and ask questions when support is needed.

- Providers and Pharmacies Office Hours:
 - Hosted via Teams, weekly on Tuesday and Thursday, from 12:00 PM - 1:00 PM ET, excluding holidays.
 - Join the [Providers and Pharmacies virtual support drop-in session](#).

Webinars

The NYRx Education & Outreach team hosts live training webinars, held weekly on Wednesdays and Fridays from 12:00 PM – 1:00 PM ET, excluding holidays. The live webinars focus on different areas of NYRx, the Medicaid Pharmacy Program.

- NYRx Pharmacy Webinar: ***NEW*** A customized webinar directed toward pharmacies, pharmacists, and pharmacy staff who care for NYS Medicaid members.
 - Held weekly on Wednesday.
- NYRx, the Medicaid Pharmacy Program Webinar: ***All Pharmacy Stakeholders*** An introduction to NYRx, the Medicaid Pharmacy Program directed to any stakeholder that cares for NYS Medicaid members.
 - Held weekly on Friday.
- Registration is required to join.
 - To attend a webinar, visit our website: [NYRx Education & Outreach website](#).
 - You may also send an email request to NYRx Education & Outreach at NYRxEO@primetherapeutics.com and a calendar invitation will be sent directly to you.
 - To schedule a webinar specific to your office staff or network, please send us an email and the NYRx Education & Outreach team will be happy to accommodate your schedule.

Resources

Prior Authorization

- [Prior Authorization Submission Guide](#)

Programs

- [Brand Less Than Generic Program](#)
- [Drug Utilization Review Program](#)
- [Drug Utilization Review Program FAQ](#)
- [Preferred Drug Program](#)
- [Preferred Drug Program FAQ](#)

Website

- [NYRx Education & Outreach](#)

Additional

- [Department of Health – Medicaid Update](#)
- [Department of Health – NYRx, the Medicaid Pharmacy Program](#)
- [eMedNY](#)
- [Medicaid Pharmacy List of Reimbursable Drugs](#)
- [New York State Medicaid Enteral Prior Authorization](#)
- [NYRx Dose Optimization](#)
- [NYRx Frequency/Quantity/Duration](#)
- [NYRx Preferred Drug List](#)
- [NYRx Preferred Drug Quick List](#)
- [NYRx Step Therapy](#)
- [NYRx Excluded Diagnoses](#)

Contact Information

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