

NYRx Notice to Prescribers: Prior Authorization Submission Requirements

Background

The NYRx Clinical Call Center is receiving a high volume of prior authorization (PA) requests via fax with incomplete and/or missing information, resulting in slower processing time for everyone. This notice is to remind prescribers what information to include when submitting a PA to NYRx, the Medicaid Pharmacy Program. In addition, NYRx offers several drug classes and drug-specific PA worksheets to help prescribers with providing the necessary medical information for PA submission.

Required Information for Prior Authorization Submission

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

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

For more information relating to PA submission, refer to the [NYRx Prior Authorization Submission Guide](#).

Prior Authorization Submission Worksheets

There are several drug class or drug-specific PA worksheets available to prescribers when submitting a PA. These worksheets are located [here](#). It is recommended to use these worksheets for fax and phone submission, as the clinical information for review is consistent for both at the NYRx Clinical Call Center.

Resources

- [NYRx Education & Outreach Website](#)
- [NYRx Preferred Drug List](#)
- [NYRx Preferred Drug Quick List](#)
- [NYRx Prior Authorization Submission Guide](#)

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.