

NYRx Electronic Prior Authorization via CoverMyMeds Summer 2025

April 1, 2025

What is Happening?

Beginning this summer, NYRx, the Medicaid Pharmacy Program, will accept electronic prior authorization (ePA) requests via CoverMyMeds® in addition to phone and fax requests.

CoverMyMeds is a tool designed to simplify the prior authorization process by prompting prescribers to answer required clinical questions that can offer real-time approvals if clinical criteria are met. Prescribers will be able to electronically submit prior authorization requests, upload supporting documents, and track request status in real time.

Additionally, pharmacy providers who utilize CoverMyMeds will have the opportunity to initiate medication ePA requests on behalf of the member for completion by the prescriber. CoverMyMeds will direct the case to the prescriber's queue and prompt them to complete and submit the ePA to NYRx.

Further communications, including effective dates, resources, and educational events, will be coming soon.

What Pharmacy Providers and Prescribers Need to Do

- Read the [Quick Guide to CoverMyMeds Prior Authorization Requests](#) to learn more about CoverMyMeds.
- Visit the [CoverMyMeds Log In](#) page to create an account, complete your profile, and become familiar with the application.

Note: Please ensure that all information in your profile is accurate.

Resources

- [CoverMyMeds Home Page](#)
- [NYRx Education & Outreach Website](#)
- [NYRx Prior Authorization Submission Guide](#)
- [Quick Guide to CoverMyMeds Prior Authorization Requests](#)

Contact Information

For questions related to CoverMyMeds technical support, contact the CoverMyMeds Call Center by phone at 866-452-5017 or by live chat at covermymeds.com from 8:00 AM to 8:00 PM ET, Monday through Friday, excluding holidays.

For questions related to NYRx, contact the NYRx Education & Outreach Call Center 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.