

Three Ways to Submit a Prior Authorization to NYRx, the Medicaid Pharmacy Program

ePA Submission via CoverMyMeds*
www.covermymeds.com
<p>The CoverMyMeds electronic prior authorization (ePA) request submission portal allows pharmacy providers to initiate ePA requests and prescribers to submit ePA requests, with covered alternatives and approvals given in real time. Providers can create an account or log into the CoverMyMeds portal from the CoverMyMeds homepage. For more information, see the NYRx Electronic Prior Authorization via CoverMyMeds Summer 2025 announcement and the NYRx Prior Authorization Submission Guide on the NYRx Education & Outreach website.</p>
Fax Submission
1-800-268-2990
<p>Prescribers or their authorized agent can submit a prior authorization (PA) request via fax by utilizing the NYRx Standard Prior Authorization Fax Form. Authorized NYRx PA request forms are available on the Prior Authorization Forms, Worksheets & References page, found under the Resources tab of NYRx, the Medicaid Pharmacy Program website. Fax submissions are responded to within 24 hours.</p>
Phone Submission via NYRx Clinical Call Center
1-877-309-9493
<p>Prescribers or their authorized agent may submit a PA request by calling the NYRx Clinical Call Center, 24 hours a day, 7 days per week. Most PA requests initiated by phone will have a determination made within the initial phone call.</p>

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.