

NYRx, the Medicaid Pharmacy Program: CoverMyMeds® Electronic Prior Authorization Frequently Asked Questions

1. What is CoverMyMeds?

CoverMyMeds is a tool designed to simplify the prior authorization (PA) 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.

2. What is ePA?

The acronym, ePA, is short for electronic prior authorization and is pronounced E-P-A.

3. Is there a cost associated with utilizing the CoverMyMeds platform?

No, utilizing the platform has no cost to New York State (NYS) Medicaid prescribers or pharmacies.

4. Who can submit ePAs for prescriptions through CoverMyMeds?

Electronic prior authorizations are submitted to NYRx, the Medicaid Pharmacy Program, from prescribers enrolled in NYS Medicaid or their authorized agents.

An authorized agent is defined as an employee of the prescribing practitioner who has access to the patient's medical records.

5. When is ePA available through CoverMyMeds for prescribers enrolled in NYS Medicaid?

Electronic prior authorization submissions will be available through CoverMyMeds starting July 15, 2025.

For more information, see [NYRx Electronic Prior Authorization via CoverMyMeds Summer 2025](#) and [Reminder: NYRx Electronic Prior Authorization via CoverMyMeds Summer 2025](#).

Note: Additional announcements and information will be made available July 1, 2025.

6. I am not registered with CoverMyMeds. How can I register?

To register for CoverMyMeds, visit covermymeds.com and follow the registration prompts.

For support with registration, prescribers can reach out to the CoverMyMeds Support Center by:

- Phone at 1-866-452-5017 from 8:00 AM to 8:00 PM ET, Monday through Friday, excluding holidays.
- Chat at <http://www.covermymeds.health/contact-us>.

For more information, visit [What is CoverMyMeds? | CoverMyMeds](#).

7. I have already registered with CoverMyMeds. What should I do to prepare for the ePA go-live for NYS Medicaid?

There is no action required at this time. Re-familiarize yourself with the platform if it is not something that is used frequently. Ensure your log-in information is accurate and up to date.

Additional learning opportunities will be available through the NYRx Education & Outreach team. For more information, visit the [NYRx Education & Outreach website](#). If you are already submitting PAs through CoverMyMeds, you can keep utilizing the platform. **Real-time approvals for NYRx will be available starting July 15, 2025.**

8. Is ePA the most efficient way to submit a PA to NYRx, the Medicaid Pharmacy Program?

Yes, ePA offers the opportunity for prescribers to answer clinical questions in real time, allowing for real-time approvals.

Prescribing preferred products, according to FDA labeling, whenever clinically appropriate will reduce the need for PA. For detailed information about the NYRx preferred drug program and clinical criteria requirements see the [NYRx Preferred Drug Program](#), or for a quick reference list of preferred products, see the [NYRx Preferred Drug Quick List](#).

9. How will I know if an ePA is approved?

If the ePA is approved this message will be returned:

"This request has been approved. PA Start Date: [MM/DD/YYYY], PA End Date: [MM/DD/YYYY], PA Number: [XXXXX]"

If additional review is necessary, this message will be returned:

"Prime Therapeutics is reviewing your PA request."

10. Will the CoverMyMeds platform provide notification if prior authorization is not required for the medication entered?

Yes, after submitting the ePA to the plan this message will be returned:

"This medication is covered for this Client without Prior Authorization."

11. How can I check the status of an ePA that wasn't approved in real time through CoverMyMeds?

Visit your CoverMyMeds Prescriber dashboard and search for the request using the patient's name, a CoverMyMeds submission "key," or a date range.

12. My ePA request returned a message stating it was sent to Prime Therapeutics for further review. What does this mean and what is the expected turnaround time for review?

If real-time approval is not achieved, the ePA request may be sent for further clinical review. This clinical review may take up to 24 hours.

13. I received notice that a pharmacy initiated an ePA in my prescriber queue. What does this mean?

When the pharmacy submits a claim that requires a PA, they can initiate the PA request to the prescriber via CoverMyMeds. This request will populate with the patient and prescription details in the prescriber's CoverMyMeds dashboard. The prescriber can select the request from the dashboard and continue with the ePA process.

14. What are alternative ways to request a PA with NYRx, the Medicaid Pharmacy Program?

In addition to the ePA submission method, NYRx, the Medicaid Pharmacy Program, accepts PA requests via fax or phone.

Submit requests to the NYRx Clinical Call Center by:

- Fax at 1-800-268-2990.
 - Fax requests are reviewed and determined within 24 hours.
 - A [NYRx, the Medicaid Pharmacy Program Prescription Prior Authorization Request Form \(Standardized Prior Authorization Request Form\)](#) is required if using the fax method.
- Phone at 1-877-309-9493.
 - Prescribers or their authorized agents can call to submit a PA 24 hours a day, 7 days a week, 365 days a year.

15. I don't know if my Electronic Health Records (EHR) system is integrated with CoverMyMeds. What should I do?

CoverMyMeds is integrated with 75% of all EHR systems. If you are unaware of your integration status, it is recommended that you reach out to technical support at your facility.

16. I use an ePrescribing tool that is integrated with CoverMyMeds. What will change once ePA is available for prescribers who provide care for New York State Medicaid members?

Once ePA is available, prescribers will be prompted to answer required clinical questions. In most cases if the required clinical information for approval is provided a real-time approval will be obtained.

17. What if I experience technical difficulties or log-in issues with CoverMyMeds?

For support with log-in issues or technical difficulties, prescribers can reach out to the CoverMyMeds Support Center by:

- Phone at 1-866-452-5017 from 8:00 AM to 8:00 PM ET, Monday through Friday, excluding holidays.
- Chat at <http://www.covermymeds.health/contact-us>.

18. How can I learn more about CoverMyMeds and the ePA process?

CoverMyMeds offers several educational opportunities on how to use the platform. For more information, see [Quick Guide to CoverMyMeds Prior Authorization Requests](#).

19. How can I learn more about ways to submit a PA, how to prescribe preferred products, or more general information relating to NYRx programs?

Resources and information are available on the NYRx [Education & Outreach website](#).

The NYRx Education & Outreach team serves as the liaison between external stakeholders and the New York State Department of Health.

The NYRx Education & Outreach Call Center is available by:

- Phone at 1-833-967-7310 from 8:00 AM to 5:00 PM ET, Monday through Friday, excluding holidays.
- Email at NYRxEo@primetherapeutics.com.

Resources

- [CoverMyMeds Website](#)
- [NYRx Education & Outreach Website](#)
- [NYRx Electronic Prior Authorization via CoverMyMeds Summer 2025](#)
- [NYRx Preferred Drug Program](#)
- [NYRx Preferred Drug Quick List](#)

- [NYRx, the Medicaid Pharmacy Program Prescription Prior Authorization Request Form \(Standardized Prior Authorization Request Form\)](#)
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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.