

NYRx, the Medicaid Pharmacy Program

Information for Medical Residents

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 Prescribers Need to Know

- All prescribers who serve NYS Medicaid members must be enrolled in NYS Medicaid. However, **there is an exception for unlicensed interns, residents, and foreign physicians in training programs.**
 - Pharmacies have been provided the [NYRx Authorized Prescribers for Medicaid Members Reminder to Pharmacy Providers](#) guidance to override a rejection for these non-enrolled prescribers. Additional information can be found [here](#).
- Drugs subject to NYRx pharmacy programs are found in the [NYRx Preferred Drug List \(PDL\)](#). Prescribers who provide service to NYS Medicaid members should become familiar with the [PDL](#) and should prescribe preferred drugs whenever possible.
 - Preferred drugs generally do not require prior authorization (PA) when prescribed according to FDA labeling.
 - The [NYRx Preferred Drug Quick List](#) is a quick reference guide that lists only the preferred drugs by therapeutic category and drug class. Prescribers should become familiar with this list and prescribe preferred drugs.
 - Drugs on the [PDL](#) may also be subject to other NYRx pharmacy programs, including the [NYRx Brand Less Than the Generic \(BLTG\) Program](#), [NYRx Dose Optimization \(DO\) criteria requirements](#), or [NYRx 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 [NYRx Step Therapy \(ST\)](#), or [NYRx Frequency/Quantity/Duration \(F/Q/D\)](#) limits.

Prior Authorization

- 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.
 - Prescribers should include all applicable diagnosis codes in a member's electronic medical record (EMR) and submit their claims in a timely manner to decrease the need to manually obtain PA.
- For non-preferred drugs or if prior authorization is required, prescribers should contact the NYRx Clinical Call Center:
 - The NYRx Clinical Call Center is operational 24 hours a day, 7 days per week.
 - Request by phone: 1-877-309-9493.
 - PAs are generally approved on the initial phone call.
 - Request by fax: 1-800-268-2990.
 - Fax requests are responded to within 24 hours. PA forms are available [here](#).
 - ePA Submission via CoverMyMeds
 - Beginning Summer 2025, NYRx, the Medicaid Pharmacy Program will accept electronic PA requests via [CoverMyMeds®](#). For more information, reach out to NYRxEO@primetherapeutics.com.

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](#) provide 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 pop in and ask questions when support is needed.

- Prescribers 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 Mondays 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 Prescriber Webinar
 - This webinar is directed toward prescribers and medical office staff who provide care for NYS Medicaid members.
 - Held weekly on Monday, from 12:00 PM – 1:00 PM ET, excluding holidays.
- NYRx, the Medicaid Pharmacy Program Webinar
 - This webinar is directed toward all stakeholders who provide care for NYS Medicaid members.
 - Held weekly on Friday, from 12:00 PM – 1:00 PM ET, excluding holidays.
- Registration is required to join.
 - To register for a webinar, visit [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

- [NYRx Prior Authorization Submission Guide](#)

Programs

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

Website

- [NYRx Education & Outreach](#)

Additional Resources

- [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 – Prescribers, Durable Medical Equipment Providers, and Pharmacies](#)
- [NYRx Dose Optimization](#)
- [NYRx Frequency/Quantity/Duration](#)
- [NYRx Preferred Drug List](#)
- [NYRx Preferred Drug Quick List](#)
- [NYRx Step Therapy](#)
- [NYRx Excluded Diagnoses](#)
- [NYRx Authorized Prescribers for Medicaid Members Reminder to Pharmacy Providers](#)

Contact Information

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