NYRx Notice to Providers: Accurate Clinical Information

November 6, 2026

This notice serves as a reminder that submission of a prior authorization (PA) request to the NYRx Clinical Call Center for a New York Medicaid members confirms that the information is accurate and true, and that the supporting documentation is available for review upon request of the New York State Department of Health or the Centers for Medicare & Medicaid Services.

The submitter understands that any person who knowingly makes or causes to be made a false record to statement that is material to a Medicaid claim may be referred to the Office of the Medicaid Inspector General or the Office of Professional Medical Conduct and be subject to civil penalties and treble damages under both the federal and New York State False Claims Acts.

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.