

# NYRx Electronic Prior Authorization via CoverMyMeds How-To Guide: Prescribers, Prescriber's Authorized Agents, and Pharmacies

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## CoverMyMeds ePA Submission to NYRx

NYRx, the Medicaid Pharmacy Program, accepts electronic prior authorization (ePA) requests via CoverMyMeds®. Additionally, pharmacy providers who integrate with CoverMyMeds can initiate ePA requests on behalf of the member for submission by the prescriber. CoverMyMeds directs the case to the prescriber's queue and prompts them to complete and submit the ePA request. To review information about prior authorization submission, refer to the [NYRx Prior Authorization Submission Guide](#). Electronic prior authorization is the most effective and efficient way to submit a prior authorization.

## Create an Account

### Prescribers, Authorized Agents, and Pharmacies:

**Note:** An authorized agent is an employee of the prescribing practitioner who has access to the member's medical records. For example, a nurse or medical assistant. Submission by a third party is not accepted.

1. Go to [www.covermymeds.com](http://www.covermymeds.com). The CoverMyMeds home page displays.
2. Click **Create an Account** in the upper right-hand corner of the page.
3. Enter the required information on each page of the Create Account form and then click **Create Account**.
4. Once prompted, enter your **Username** and **Password** and click **Login**.
5. Authenticate and verify your account. Account verification is a critical step that a prescriber must take to submit a prior authorization or verify an authorized agent.

## Create a New Prior Authorization Request

### Pharmacies on behalf of the prescriber when a claim is rejected:

1. Locate the rejected claim.
2. Verify the information is accurate and then click **Send to Prescriber**.

**Note:** If the point-of-sale system is integrated with CoverMyMeds, these steps may vary depending on the system. For more information, contact CoverMyMeds Support.

### Prescribers and Authorized Agents:

1. On your CoverMyMeds Dashboard, click **New Request**.
2. Complete the following in its entirety:
  - Medication name or National Drug Code (NDC)
  - Primary Diagnosis
  - Patient's demographic information
3. In the Patient Insurance section, enter the patient's insurance information:
  - a. Select **Option 2: Insurance plan or PBM name**, choose **New York** from the **Patient Insurance State** list, and then enter **NYRx, the Medicaid Pharmacy Program** as the **Plan or PBM Name**.

**Note:** When entering this information, NYRx, the Medicaid Pharmacy Program should populate with key words entered, such as NYRx.

- b. If prior authorization is required, select **NYRx Medicaid Pharmacy Program Prescription Prior Authorization Request Form** and click **Start Request**.
  - c. Click **Check Eligibility**. Patient eligibility is confirmed with NYRx.
  - d. Click **Confirm** to indicate that the match found is correct.
4. Click **Send to Plan** to submit the request for coverage review.

**Note:** If disapproved, a message will be returned to you detailing why the PA cannot be submitted electronically.

5. If prompted, complete the NYRx clinical criteria questions.
6. Click **Send to Plan** again to submit the final prior authorization request to NYRx.
  - If all clinical criteria questions are met, a determination can be made in real-time.
  - If further review is necessary, the PA will be sent to Prime Therapeutics and responded to within 24 hours. Status can be checked on the submitter's CoverMyMeds dashboard.

## Renew a Previously Approved Prior Authorization Request

### Prescribers and Authorized Agents:

1. From the CoverMyMeds dashboard, click **Enter Key** or the **Search** tab.

**Note:** A key is a six to eight character alphanumeric code that identifies a specific CoverMyMeds request. The key is located at the top of the page in the blue bar after you open a request.

2. Open the request for the PA you want to renew, and then click **Renew**.
3. Click **Create Renewal**.
4. Review each section, updating the information as needed. Once done, select the confirmation checkbox to the right of each section, then click **Send to Plan**.

## Check the Status of a Prior Authorization Request

There are several ways to check the status of an ePA request from the CoverMyMeds dashboard.

1. If you have the request key, you can use the **Enter Key** function to enter six to eight character alphanumeric code assigned to that request.
2. If you do not have the request key, you can use these three functions:
  - The **Current** tab to check the status of ePA requests not yet submitted.
  - The **Sent to Plan** tab to check the status of ePA requests that have been submitted.
  - The **Search** tab to locate all open requests by patient name.

To further narrow **Current**, **Sent to Plan**, and **Search** results, you can use the **Filters** function, highlighted under the top panel, to limit results created within the last 7, 14, 30, or 90 days.

## Resources

- [CoverMyMeds Website](#)
- [NYRx Education & Outreach CoverMyMeds® Electronic Prior Authorization for New York State Medicaid Prescribers Webinar](#)
- [NYRx Education & Outreach Website](#)
- [NYRx, the Medicaid Pharmacy Program: CoverMyMeds® Electronic Prior Authorization Frequently Asked Questions](#)

## Contact Information

For questions related to ePA submission via CoverMyMeds, contact the CoverMyMeds Support Center at 1-866-452-5017 or visit the CoverMyMeds website at [www.covermymeds.com](http://www.covermymeds.com).

For questions related to NYRx, the Medicaid Pharmacy Program or how to submit a prior authorization to NYRx, contact the NYRx Education & Outreach Call Center administered by Prime Therapeutics by phone at 1-833-967-7310 or by email at [NYRxEO@primetherapeutics.com](mailto:NYRxEO@primetherapeutics.com) from 8:00 AM to 5:00 PM ET, Monday through Friday, excluding holidays.