

NYRx Reminder for Providers and Pharmacies: Electronic Prior Authorization via CoverMyMeds®

May 12, 2026

What Providers and Pharmacies Need to Know

NYRx, the Medicaid Pharmacy Program, prior authorization (PA) history indicates that you are submitting a majority of your PA requests via phone or fax. A more efficient submission method is available electronically, via CoverMyMeds.

What Providers and Pharmacies Need to Do

We encourage providers to submit PA requests electronically using CoverMyMeds (CMM). CMM is the most efficient and effective way to request PA for NYRx, the Medicaid Pharmacy Program. Benefits include:

- Prescribers are prompted to answer the required clinical criteria questions in real time, minimizing the need for additional outreach and potentially allowing for real time determinations.
- Covered alternatives and preferred options may be presented in real time, if criteria is not met.
- Status can be checked when the PA requires additional review.
- If the request has been initiated by an integrated pharmacy, the request, which includes rejected claim information and patient demographics, is sent to the prescriber for completion. The pharmacy is then notified of a determination, ensuring your New York Medicaid member receives their medication.
- A request remains in the CMM portal as a work in progress until the prescriber completes it. Once completed, the prescriber will finalize the submission by selecting "Send to Plan."
- Over 350 Electronic Health Record (EHR) vendors are integrated with CMM. Submitting a request may be done within the provider's EHR (if integrated).

For more information, refer to [Electronic Prior Authorization Requests](#).

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. For more information, click [here](#).