

NYRx Notice to Pharmacies: Dispensing Must Match Claims

June 26, 2026

As a reminder, New York State Medicaid reimbursement is based on **actual dispensing events**, requiring that the drug billed, including quantity, must exactly match what is provided to the member at the point of sale or delivery.

Pharmacy providers must submit claims that align with the medication to be dispensed, including, but not limited to, the exact National Drug Code (NDC), quantity, and date of service.

Claims submitted with inaccurate information are subject to audit and recovery of payment.

Resources

- [NYRx Education & Outreach Website](#)
- [NYRx Preferred Drug List](#)
- [Federal Standard – Professional Dispensing Fee \(42 CFR 447.502\)](#)
- [Fraud & Abuse Provisions \(18 NYCRR §515.2\)](#)
- [New York Medicaid Program Oversight \(Social Services Law §364\)](#)
- [New York Medicaid Provider Requirements \(18 NYCRR §504.3\)](#)

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.