

NYRx Notice to Providers: Prescription Inactivation

July 17, 2026

NYRx, the Medicaid Pharmacy Program, covers medically necessary FDA-approved drugs when used for Medicaid-covered indications in accordance with [NYRx Policy Guidelines](#).

To support patient safety, accurate medication management, and compliance with NYRx requirements, prescribers should ensure that prescription cancellation notifications are transmitted to the dispensing pharmacy when a medication is no longer intended for use. This includes situations where a patient is titrated to a new dose, transitioned to an alternative therapy, or when a medication is otherwise discontinued.

What Prescribers Need to Know

Failure to communicate prescription discontinuations may result in outdated prescriptions remaining active in pharmacy systems, which can contribute to patient confusion, unnecessary pharmacy Drug Utilization Review (DUR) alerts, duplicate therapy warnings, medication errors, and inaccurate claims being submitted to NYRx.

Examples of when a prescription should be discontinued include, but are not limited to:

- Change in dose frequency or strength. Discontinue prior prescription.
- Transitioning to an alternative therapy. Discontinue prior therapy prescription.
- Medications were discontinued as part of a treatment change. Discontinue prior therapy prescription.
- Medication is no longer indicated for the patient, or the patient is no longer taking it.
- Duplicate prescriptions that are no longer intended for dispensing.

Timely transmission of prescription cancellations helps maintain accurate medication records, supports safe dispensing practices, and reduces the risk of inappropriate claims submission to NYRx.

Resources

- [NYRx Education & Outreach Website](#)
- [NYRx Preferred Drug List](#)

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.