

NYRx Notice to Pharmacies: 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 and New York Education Law, Article 137, pharmacists should routinely review and inactivate prescriptions that are no longer being used or are no longer clinically appropriate.

What Pharmacies Need to Know

Maintaining inactive prescriptions as active in the pharmacy management system may contribute to adverse patient events, unnecessary Drug Utilization Review (DUR) alerts, duplicate therapy warnings, dispensing errors, and inaccurate claims being submitted to NYRx.

Examples of prescriptions that should be inactivated include, but are not limited to:

- Change in dose or frequency. Prior prescription should be inactivated.
- Patient is switched to an alternative therapy. Prescription for prior therapy should be inactivated.
- Prescriptions discontinued by the prescriber.
- Duplicate prescriptions that are no longer intended for dispensing.

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.