

# NYRx Preferred Diabetic Supply Program Update: Non-Preferred Product Coordination of Benefits

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August 6, 2025

## What Pharmacy Providers and Prescribers Need to Know

New York State Medicaid is the payor of last resort and providers are required to bill applicable third parties before Medicaid. Providers should make every effort to switch members to a preferred product on the [Preferred Diabetic Supply List](#). If a switch from the LifeScan product, or a non-preferred product cannot be made, you can request a review of the claim for payment. This consideration will be made if there are formulary limitations with the primary payor and it is not possible to switch the members test strip to a preferred product.

- The Pharmacy provider may complete this [form](#) and fax to the eMedNY Call Center at 1-518-257-4304 for review. Approvals will be faxed back to the pharmacy with a Prior Authorization number within three business days.
- Providers may also contact the eMedNY Call Center at 1-800-343-9000 to obtain an approval.

Additional information about the coordination of benefits, can be found in the [NYRx Third Party Liability and Coordination of Benefits](#) resource.

## Important Billing Information

Please refer to the coverage criteria and quantity limits below when prescribing or dispensing preferred diabetic test strips and lancets for NYS Medicaid members. Please review the [Preferred Diabetic Supply Program](#) for a full listing of preferred diabetic supplies.

### Preferred Diabetic Test Strips and Lancets Coverage Criteria

- Diagnosis of type 1 or type 2 diabetes or gestational diabetes
- For members who use insulin: up to 300 test strips and lancets per 90 days
- For members that don't use insulin: up to 100 test strips and lancets per 90 days

## Resources

- [Preferred Diabetic Supply Program](#)
- [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](mailto:NYRxEO@primetherapeutics.com) from 8:00 AM to 5:00 PM ET, Monday through Friday, excluding holidays. Visit the [NYRx Education & Outreach website](#) for more information.