



NYRx Transition Fill Period Ending

Important Information for Medicaid Providers

Effective April 1, 2023, Medicaid members enrolled in Medicaid Managed Care (MMC) Plans, Health and Recovery Plans (HARP), and HIV-Special Needs Plans (SNPs) began receiving their pharmacy benefits through NYRx, the Medicaid Pharmacy program.

To help with the transition, NYRx implemented a transition fill period from April 1, 2023, to June 30, 2023. During the transition period, Medicaid members can receive a one-time transition fill for up to a 30-day supply for a drug that would normally require prior authorization under the NYRx Preferred Drug Program (PDP). The transition period is intended to allow additional time for prescribers to review the NYRx Preferred Drug List (PDL) and obtain prior authorization or switch to a preferred drug. In most instances, preferred drugs do not require prior authorization.

As of July 1, 2023, the transition period will end. **All claims will then be subject to the NYRx Pharmacy Program criteria list on the [NYRx PDL](#).**

NYRx will still honor prior authorizations that Healthfirst issued before April 1, 2023, that are active after April 1, 2023.

Here's what prescribers and pharmacies need to do:

- Prescribers should review the [NYRx PDL](#), which contains a full listing of drugs/classes subject to the NYRx Pharmacy Program and additional information on clinical criteria.
- Prescribers may either switch members to a preferred product or obtain a prior authorization for a non-preferred product. Preferred products generally do not require prior authorization when prescribed according to FDA labeling.
- Pharmacies should become familiar with the [NYRx PDL](#) and incorporate this information when discussing the need for prior authorization with prescribers. In most instances, switching to a preferred drug will eliminate the need for prior authorization.
- Pharmacies should refer to the [NYRx Top Edit Resource](#) for detailed information on claim edit denials and resources.

Provider Alert

How to initiate prior authorization:

- To initiate the prior authorization process, prescribers must call the prior authorization contact center at **1-877-309-9493** and select option 1 for prescriber. The call center is open 24 hours a day, seven days a week. Fax requests are permitted for most drugs.
- Completed prior authorization forms should be sent to **1-800-268-2990**. Fax requests may take up to 24 hours to process. Prior authorization forms and references are available on the [PDP web page](#).

Questions?

Providers who have clinical concerns or PDP questions should call **1-877-309-9493** or visit [New York State Medicaid Preferred Drug List \(fhsc.com\)](#).

Important Medicaid Contacts

- **eMedNY: 1-800-343-9000** or [eMedNY.org](#) for claim billing and ePACES help. Monday to Friday 7am–10pm; Saturday and Sunday, 8:30am–5:30pm
- **Magellan: 1-877-309-9493** or [NYRx, the Medicaid Pharmacy Program | Home \(fhsc.com\)](#) for prior authorizations. Open 24 hours daily.
- **NYRx Education and Outreach: 1-833-967-7310**, Monday to Friday, 8am–5pm, excluding holidays. For NYRx program-related questions and non-member specific questions, email the NYRx Education and Outreach team at [NYRxEO@magellanhealth.com](#).
- **OHIP: 1-800-342-3005** for medical supplies and procedure code limits
- **Enteral nutrition prior authorizations: 1-866-211-1736, Option 1**
- **Medicaid Member Helpline: 1-855-648-1909 (TTY 1-800-662-1220)**, Monday to Friday, 8am–8pm; Saturday, 9am–1pm

If you have any health plan-specific questions, please call Healthfirst Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm.

Thank you for your attention. We appreciate your cooperation with this important matter.