



# Medicaid Update

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## NYRx Pharmacy Benefit Transition Special Edition – Part Three



**Effective April 1, 2023**, New York State (NYS) Medicaid members enrolled in mainstream Medicaid Managed Care (MMC) Plans, Health and Recovery Plans (HARPs), and HIV-Special Needs Plans (SNPs) will receive their pharmacy benefits through NYRx, the Medicaid Pharmacy Program [formerly known as Medicaid fee-for-service (FFS)], instead of through their MMC Plan. The pharmacy benefit transition to NYRx **does not** apply to NYS Medicaid members enrolled in Managed Long Term Care (MLTC) Plans [e.g., MLTC, Programs of All-Inclusive Care for the Elderly (PACE), Medicaid Advantage Plus (MAP), the Essential Plan (EP), or Child Health Plus (CHP)].

Transitioning the pharmacy benefit from MMC to NYRx will provide NYS with full visibility into prescription drug costs, allow centralization of the benefit, leverage negotiation power, and provide a uniform list of covered drugs with standardized utilization management protocols simplifying and streamlining the drug benefit for NYS Medicaid members. NYS Medicaid members have comprehensive drug coverage and equitable access to an extensive network of over 5,000 pharmacy providers. This guidance provides information in addition to what was provided in the October 2022 *Medicaid Update Special Edition – Part One*, issued Friday, November 4, 2022, located at: [https://www.health.ny.gov/health\\_care/medicaid/program/update/2022/docs/mu\\_no11\\_oct22\\_spced.pdf](https://www.health.ny.gov/health_care/medicaid/program/update/2022/docs/mu_no11_oct22_spced.pdf), and the January 2023 *Medicaid Update Special Edition – Part Two*, issued Thursday, February 8, 2023, located at: [https://www.health.ny.gov/health\\_care/medicaid/program/update/2023/no01\\_2023-01\\_spced.htm](https://www.health.ny.gov/health_care/medicaid/program/update/2023/no01_2023-01_spced.htm).

*Continued on Page 3*

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# Pharmacy Providers

## Dual Eligible Coverage

For NYS Medicaid members who are enrolled in a Medicare Part D drug plan or Medicare Advantage Drug Contracting (MAPD) plan, NYRx provides prescription drug coverage **only for the drugs listed below**. To view all drugs covered by NYRx for Dual Eligible NYS Medicaid members, providers can refer to the NYS Department of Health (DOH) “Drugs Covered by NYRx for Dual Eligible Members Effective 10/22/2020” web page, located at: [https://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_transition/medicare\\_exempt\\_drugs.htm](https://www.health.ny.gov/health_care/medicaid/program/medicaid_transition/medicare_exempt_drugs.htm). All other prescription medications should be reimbursed through the Part D drug plan. For the most up to date coverage information for the products below, providers should refer to the *New York State Department of Health List of Medicaid Reimbursable Drugs*, located at: <https://www.emedny.org/info/fullform.pdf>.

### Prescription Drugs:

- Vitamins
  - Folic acid – oral
  - Hydroxocobalamin – injection
  - Vitamin B12 – injection/nasal
  - Vitamin D2 – oral
  - Vitamin K – oral
- Cough and Cold
- Benzonatate

**Please note: NYRx does not provide dual eligible members with coverage of compounded prescriptions.**

### Over-the-Counter Drugs:

- NYRx covers certain over-the-counter (OTC) drugs for dual eligible NYS Medicaid members if coverage is not available under Medicare.
- Only NYRx reimbursable drugs excluded by Medicare law are covered for dual eligible NYS Medicaid members. Therefore, NYRx does not cover OTC insulin and some OTC products which have legend drug substitutes that are covered by Medicare Part D and MAPD drug plans.
- All OTC products covered by NYRx with a prescription or fiscal order can be found using the search tool, located on the Medicaid Member Dashboard “Search for OTC and Prescription Drugs” web page, at: <https://member.emedny.org/pharmacy/search-drugs>. **Please note:** Search results may include OTC products in the excluded categories listed above that are not covered for dual eligible NYS Medicaid members.

### Resources

Providers can refer to the web links below regarding drug coverage under Medicare Part B and D:

- NYS DOH “Drugs Covered by NYRx for Dual Eligible Members Effective 10/22/2020” web page, located at: [https://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_transition/medicare\\_exempt\\_drugs.htm](https://www.health.ny.gov/health_care/medicaid/program/medicaid_transition/medicare_exempt_drugs.htm); and
- Medicare “Prescription drugs (outpatient)” web page, located at: <https://www.medicare.gov/coverage/prescription-drugs-outpatient>.

## **Medicare Limited Income Newly Eligible Transition Program (LINET)**

Medicare Limited Income Newly Eligible Transition Program (LINET) is a Medicare program that provides immediate prescription drug coverage for Medicare beneficiaries who qualify for Medicaid or Extra Help and have no prescription drug coverage. Enrollment in LINET is temporary, usually for one to two months, as this provides the time for the beneficiary to choose a Medicare Part D prescription drug plan that best fits their needs. If the beneficiary does not select a plan within this timeframe, Medicare will enroll the beneficiary into a benchmark plan.

### **Claims Processing for LINET**

Pharmacies will submit the claim to LINET for reimbursement. Information on LINET, member eligibility, claims processing, and resources available for pharmacies may be found on the Humana “LINET—Pharmacy resources” web page, located at: <https://www.humana.com/member/medicare-linet-pharmacy-resources>.

### **NEW Billing Option for Pen Needles, Syringes and Lancets**

**Select pen needles, syringes, and lancets** may either be billed to NYRx by **pharmacy providers** on a pharmacy claim using the 11-digit National Drug Code (NDC) of the product **or** the Healthcare Common Procedure Coding System (HCPCS) code **and** will continue to be able to be billed by Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) providers on a medical claim using HCPCS code. Pen needles, syringes, and lancets reimbursable through NYRx are listed on the *New York State Department of Health List of Medicaid Reimbursable Drugs*, located at: <https://www.emedny.org/info/fullform.pdf>.

The 11-digit NDC on the package dispensed must match the NDC billing code on the *New York State Department of Health List of Medicaid Reimbursable Drugs*, located at: <https://www.emedny.org/info/fullform.pdf>, and the NDC submitted on the claim. **In the event an NDC is not found on the list of reimbursable drugs, providers should submit the claim using the HCPCS code found in the NYRx, Medical Supply Codes Billable by a Pharmacy document, located at:** [https://www.emedny.org/ProviderManuals/Pharmacy/PDFS/Pharmacy\\_Procedure\\_Codes.pdf](https://www.emedny.org/ProviderManuals/Pharmacy/PDFS/Pharmacy_Procedure_Codes.pdf). Pharmacies and DMEPOS providers may continue to bill for these items using the HCPCS.

NYS DOH will continue to evaluate and consider adding select NDCs of medical supplies commonly billed by pharmacies. For more information, providers can refer to the *NYRx, Medical Supply Codes Billable by a Pharmacy* document, located at: [https://www.emedny.org/ProviderManuals/Pharmacy/PDFS/Pharmacy\\_Procedure\\_Codes.pdf](https://www.emedny.org/ProviderManuals/Pharmacy/PDFS/Pharmacy_Procedure_Codes.pdf). Updates to this list will be announced at a later date. The complete list may be found on the NYS DOH NYRx “Information for Providers” web page, located at: [https://www.health.ny.gov/health\\_care/medicaid/program/pharmacy/provider\\_info.htm](https://www.health.ny.gov/health_care/medicaid/program/pharmacy/provider_info.htm).

### **Prescriptions and Orders by Non-Enrolled Prescribers**

NYS Medicaid requires enrollment of all licensed prescribers who serve NYS Medicaid members and MMC enrollees, including **prescribing practitioners**, as identified on pharmacy prescriptions per the Centers for Medicare and Medicaid Services (CMS) and federal regulations. There are **two exceptions** to the provider enrollment requirement\*:

1. **Unlicensed Interns, Residents and Foreign Physicians in training programs.**
2. **Out of state (OOS) Licensed Prescribers that are treating NYS Medicaid members for a single instance of emergency care within 180 days.** These prescribers must be either enrolled in Medicare with an “approved” status or be enrolled in Medicaid provided by their own State.

Pharmacies will receive a reject code/Point of Service (POS) rejection message for prescriptions written by a non-enrolled prescriber. **Prescribers should use the override guidance provided below for the above exceptions specific to NYRx, the Medicaid Pharmacy Program.**

For **NYRx, the Medicaid Pharmacy Program**, prescribers should utilize the override instructions provided:

- **NEW:** Pharmacy claims will initially reject for National Council for Prescription Drug Programs (NCPDP) Reject code “**889**” - **Prescriber Not Enrolled in State Medicaid Program.**
- To override above rejection for the unlicensed resident, intern or foreign physician in a training program or OOS prescription situations described above:
  - In Field 439-E4 (Reason for Service Code): enter “**PN**” (*Prescriber Consultation*)
  - In Field 441-E6 (Result of Service Code): enter applicable value (“**1A**”, “**1B**”, “**1C**”, “**1D**”, “**1E**”, “**1F**”, “**1G**”, “**1H**”, “**1J**”, “**1K**”, “**2A**”, “**2B**”, “**3A**”, “**3B**”, “**3C**”, “**3D**”, “**3E**”, “**3F**”, “**3G**”, “**3H**”, “**3J**”, “**3K**”, “**3M**”, “**3N**”, “**4A**”)
  - In Field 420-DK (Submission Clarification Code): enter “**02**” (*Other Override*)

\*Prescribers should reference to the Medicaid Centers for Medicare and Medicaid Services “Affordable Care Act Program Integrity Provisions” web page, located at: <https://www.medicaid.gov/medicaid/program-integrity/affordable-care-act-program-integrity-provisions/index.html>.

## Provider Enrollment

Providers servicing MMC enrollees must be enrolled in the NYS Medicaid Program by April 1, 2023.

### How to Check Provider Enrollment Status

Providers can check their enrollment status by utilizing the tools available on the NYS “Medicaid Enrolled Provider Lookup” web page, located at: <https://health.data.ny.gov/Health/Medicaid-Enrolled-Provider-Lookup/rU78-uxr9>. Providers can utilize the search tool by entering the **Medicaid Provider Identification (ID)** or the **National Provider Identifier (NPI)**. Providers should reference to the table shown below to determine current provider enrollment status and the corresponding action necessary, as required from the “Medicaid Type” provided in the result.

Provider Type	“Medicaid Type”	Enrollment Status	Action Required
<b>Pharmacy</b> Category of Service (COS) 0441	FFS	Enrolled (qualified billing provider)	No action
	No result	Not enrolled	Enroll with Medicaid as billing provider
<b>Durable Medical Equipment</b> COS 0321 and 0442	FFS	Enrolled (qualified billing provider)	No action
	MCO	Not enrolled for NYRx billing (MCO billing only)	Enroll with Medicaid as billing provider
	No result	Not enrolled	Enroll with Medicaid as billing provider
<b>Practitioner/Prescriber</b> Multiple COS	FFS	Enrolled (qualified billing provider)	No action
	MCO	Not enrolled for NYRx billing (MCO credentialed as a non-billing provider)	Enroll with Medicaid as billing provider or if eligible as a OPRA provider
	OPRA	Enrolled (qualified billing provider)	No action
	No result	Not enrolled	Enroll with Medicaid as billing provider or if eligible as a OPRA provider

Providers who have submitted enrollment applications may check the status of their application in the Medicaid Pending Provider Listing file, updated weekly on the eMedNY “Medicaid Managed Care Network Provider Enrollment” web page, located at: <https://www.emedny.org/info/ProviderEnrollment/ManagedCareNetwork/index.aspx>.

## DMEPOS Providers

The updated DMEPOS provider enrollment policy can be found within the *New York State Medicaid Program Durable Medical Equipment, Prosthetic, Orthotic, and Supply Manual Policy Guidelines*, located at: [https://www.emedny.org/ProviderManuals/DME/PDFS/DME\\_Policy\\_Section.pdf](https://www.emedny.org/ProviderManuals/DME/PDFS/DME_Policy_Section.pdf).

DMEPOS providers that are located outside NYS may apply for enrollment if they meet the newly established guidelines. DMEPOS providers located in states bordering NYS may enroll if they support NYS Medicaid members in the common medical marketing area. OOS DMEPOS manufacturers and mail-order suppliers may also be considered on a case-by-case basis, as outlined in the *New York State Medicaid Program Durable Medical Equipment, Prosthetic, Orthotic, and Supply Manual Policy Guidelines*, located at: [https://www.emedny.org/ProviderManuals/DME/PDFS/DME\\_Policy\\_Section.pdf](https://www.emedny.org/ProviderManuals/DME/PDFS/DME_Policy_Section.pdf). Information about the DME Supplier application process can be found on the eMedNY “Provider Enrollment and Maintenance – Durable Medical Equipment Supplier” web page, located at: [https://www.emedny.org/info/Provider\\_Enrollment/dme/index.aspx](https://www.emedny.org/info/Provider_Enrollment/dme/index.aspx).

### Information for DMEPOS Providers

The following guidance pertains to providers who service NYS Medicaid members with medical supplies. Medical supplies may be provided by a pharmacy or DMEPOS provider. Pharmacies must have COS “**0442**”\* to provide medical supplies while DMEPOS providers use COS “**0321**”. Supplies may be provided by either provider type. It is recommended that providers be familiar with the specific policy and procedure or medical supply code manual corresponding to their enrolled COS type and reference it for specific information on coding and other provider specific information.

\*Pharmacies that choose to bill via the professional or medical claim format need to be enrolled and have a Medicaid COS “**0442**” assigned to them.

### Coverage of DMEPOS

The *Scope of Benefits* document, located at: [https://www.health.ny.gov/health\\_care/medicaid/redesign/mrt2/pharmacy\\_transition/repository/rx\\_scope\\_of\\_benefits.htm](https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/repository/rx_scope_of_benefits.htm), provides an overview of DMEPOS items that are subject to the benefit transition. Items that are not subject to the benefit transition will remain the responsibility of the MMC Plans and are listed in “Appendix A: Additional PA Guidance” (see page 10 of this issue).

- Items subject to the benefit transition are listed in **Sections 4.1, 4.2, and 4.3** of the *New York State Medicaid Program Durable Medical Equipment, Prosthetics, Orthotics, and Supplies – Procedure Codes and Coverage Guidelines*, located at: [https://www.emedny.org/ProviderManuals/DME/PDFS/DME\\_Procedure\\_Codes.pdf](https://www.emedny.org/ProviderManuals/DME/PDFS/DME_Procedure_Codes.pdf), and may be dispensed and billed directly to NYS Medicaid through NYRx or by a FFS DMEPOS provider using the professional claim type. Most items do not require additional authorization prior to dispensing and billing.
- Items **not** subject to the benefit transition are listed in **Sections 4.4, 4.5, 4.6, and 4.7** of the *New York State Medicaid Program Durable Medical Equipment, Prosthetics, Orthotics, and Supplies – Procedure Codes and Coverage Guidelines*, located at: [https://www.emedny.org/ProviderManuals/DME/PDFS/DME\\_Procedure\\_Codes.pdf](https://www.emedny.org/ProviderManuals/DME/PDFS/DME_Procedure_Codes.pdf), and should continue to be billed to the MMC Plan of the enrollee.
- Hearing aid batteries may be dispensed by pharmacies, DMEPOS providers, or by hearing aid providers (COS “**0322**” and “**0324**”). Audiologists (COS “**0325**”) cannot be reimbursed for batteries and should be referred to an eligible provider.
- Supplies distributed by medical providers at the time of an office visit will continue to be reimbursed by the MMC Plan.
- There are some DMEPOS items subject to the benefit transition, that require pre-approval. To ensure a smooth transition for MMC enrollees, **DMEPOS authorization requirements will be temporarily relaxed (e.g., claims will not deny) during the transition period which starts April 1, 2023.**

NYS DOH will monitor these claims and outreach to providers to assist them in obtaining the appropriate authorizations for future claims. At a future date, providers will be given notice regarding when prior authorization (PA) requirements will commence. Providers should reference to “Appendix A: Additional PA Guidance” (see page 10 of this issue), for PA instructions.

### **Diabetic Supplies**

The Scope of Benefits document, located at: [https://www.health.ny.gov/health\\_care/medicaid/redesign/mrt2/pharmacy\\_transition/repository/rx\\_scope\\_of\\_benefits.htm](https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/repository/rx_scope_of_benefits.htm), provides a summary of diabetic supply items that are subject to the benefit transition. Diabetic diagnostics, continuous glucose monitors (CGM), glucose testing supplies, insulin syringes, disposable insulin pumps (Omnipod), and infusion supplies will be transitioned to the NYRx program. The NYRx program covers all of these items, some of which are part of the Preferred Diabetic Supply Program (PDSP), located on the Magellan Health, Inc. “NYRx, the Medicaid Pharmacy Program – Preferred Diabetic Supply Program” web page, located at: <https://newyork.fhsc.com/providers/diabeticsupplies.asp>. NYS Medicaid will allow a one-time transition fill from April 1, 2023, through June 30, 2023, for non-preferred diabetic supplies that are not part of the PDSP and will honor PAs already provided by MMC Plans.

### **Practitioner Visits and Medical Supplies**

Medical supplies dispensed during a physician office visit will remain the responsibility of the MMC Plans. To determine if the product or supply is billable to the MMC Plan of the enrollee or subject to the benefit transition, practitioners should reference to the Scope of Benefits document, located at: [https://www.health.ny.gov/health\\_care/medicaid/redesign/mrt2/pharmacy\\_transition/repository/rx\\_scope\\_of\\_benefits.htm](https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/repository/rx_scope_of_benefits.htm). The Scope of Benefits document, located at: [https://www.health.ny.gov/health\\_care/medicaid/redesign/mrt2/pharmacy\\_transition/repository/rx\\_scope\\_of\\_benefits.htm](https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/repository/rx_scope_of_benefits.htm), includes a high-level summary of the NYS Medicaid outpatient pharmacy benefit and denotes whether the benefit is subject to the transition and whether the MMC Plan should also continue to make the benefit available when provided by a non-pharmacy provider.

### **Billing Instructions for DMEPOS**

The table below provides billing instructions for DMEPOS items subject to the benefit transition.

#### **DMEPOS Billing Instructions**

Claim Format	Instructions								
NCPDP and 000301 Paper Claim Form	<p>When billing electronically for medical supplies:</p> <ul style="list-style-type: none"><li>Items billed to NYRx using the HCPCS code from the <i>NYRx Medical Supply Codes Billable by a Pharmacy</i> document, located at: <a href="https://www.emedny.org/ProviderManuals/Pharmacy/PDFS/Pharmacy_Procedure_Codes.pdf">https://www.emedny.org/ProviderManuals/Pharmacy/PDFS/Pharmacy_Procedure_Codes.pdf</a>, or the DMEPOS Procedure Codes and Coverage should be submitted in the 11-digit NDC field with leading zeros. Enter the five-character alpha-numeric code (e.g., “A4259”) in the last five spaces of the NDC field.</li><li>NCPDP Field Names: Product/Service ID- 407-D7 and Product/Service ID Qualifier- 436-E1 (valid values “03” = NDC and “09” = HCPCS).</li><li>If DMEPOS providers submit claim using an NDC number, the claim will deny with reject messages indicated below:</li></ul> <table border="1"><thead><tr><th>NCPDP Reject Code</th><th>Code</th><th>Message</th></tr></thead><tbody><tr><td></td><td>8J</td><td>Incorrect Product/Service ID for Processor/Payer</td></tr></tbody></table> <p>When billing by paper, providers can refer to the <i>NYS eMedNY Billing Guidelines — Pharmacy</i>, located at: <a href="https://www.emedny.org/ProviderManuals/Pharmacy/PDFS/Pharmacy_Billing_Guidelines.pdf">https://www.emedny.org/ProviderManuals/Pharmacy/PDFS/Pharmacy_Billing_Guidelines.pdf</a>.</p>			NCPDP Reject Code	Code	Message		8J	Incorrect Product/Service ID for Processor/Payer
NCPDP Reject Code	Code	Message							
	8J	Incorrect Product/Service ID for Processor/Payer							

Claim Format	Instructions
Professional/Medical Claim Format 837 (Professional 837-P) or 150003 Paper Claim Form	When billing by electronic or paper, providers should refer to the <i>New York State 150003 Billing Guidelines – Durable Medical Equipment, Medical Supplies, Orthopedic Footwear, Orthotic and Prosthetic Appliance</i> , located at: <a href="https://www.emedny.org/ProviderManuals/DME/PDFS/DME_Billing_Guidelines.pdf">https://www.emedny.org/ProviderManuals/DME/PDFS/DME_Billing_Guidelines.pdf</a> .
POS	When submitting claims, providers should refer to the <i>ePACES Professional Real Time Claim Reference Guide</i> , located at: <a href="https://www.emedny.org/selfhelp/ePACES/PDFS/5010_ePACES_Professional_Real_Time_Claim_Reference_Guide.pdf">https://www.emedny.org/selfhelp/ePACES/PDFS/5010_ePACES_Professional_Real_Time_Claim_Reference_Guide.pdf</a> .
Claims Electronic Provider Assisted Claim Entry System (ePACES): Real-Time DMEPOS Claims Submissions	<i>ePACES Professional Real Time Claim Reference Guide</i> , located at: <a href="https://www.emedny.org/selfhelp/ePACES/PDFS/5010_ePACES_Professional_Real_Time_Claim_Reference_Guide.pdf">https://www.emedny.org/selfhelp/ePACES/PDFS/5010_ePACES_Professional_Real_Time_Claim_Reference_Guide.pdf</a> .

### PA Guidance for DMEPOS

DMEPOS supply information can be found in the *New York State Medicaid Program Durable Medical Equipment, Prosthetics, Orthotics, and Supplies – Procedure Codes and Coverage Guidelines*, located at: [https://www.emedny.org/ProviderManuals/DME/PDFS/DME\\_Procedure\\_Codes.pdf](https://www.emedny.org/ProviderManuals/DME/PDFS/DME_Procedure_Codes.pdf). Sections 4.1, 4.2, and 4.3 are subject to the NYRx transition. The manual will provide any necessary medical guidance necessary for each item listed. The manual is coded with information on the type of approval needed (if any) and the quantity and frequency for each item.

Most medical supplies may be reimbursed through claims submissions without any additional approvals. Items that are subject to higher utilization, increased risk for fraud waste and abuse, or require additional review for medical necessity require additional authorizations. There are three methods of requesting authorizations:

1. Dispensing Validation System (DVS) used for automated PAs;
2. Prior Approval; or
3. Interactive Voice Response System (IVR)/Web Portal for enteral formula.

### Dispensing Validation System – Automated PA

Dispensing Validation System (DVS) is a real-time electronic PA obtained prior to provision of services. DVS will provide an authorization if frequency and quantity are within established guidelines. The DVS system can be accessed through ePACES, a web-based application that allows providers to request and receive Health Insurance Portability and Accountability Act (HIPAA)-compliant transactions.

### Prior Approval

Prior approval is the process of determining if the item(s) requested are medically necessary and appropriate for the condition of the NYS Medicaid member. Prior approval is also required if the fiscal order written by the ordering provider exceeds the quantity or frequency limits found in the *New York State Medicaid Program Durable Medical Equipment, Prosthetics, Orthotics, and Supplies – Procedure Codes and Coverage Guidelines*, located at: [https://www.emedny.org/ProviderManuals/DME/PDFS/DME\\_Procedure\\_Codes.pdf](https://www.emedny.org/ProviderManuals/DME/PDFS/DME_Procedure_Codes.pdf).

### **IVR/Web Portal – Automated Enteral Authorizations**

The IVR/Web Portal is the automated system utilized by ordering prescribers and dispensing providers (pharmacies or DMEPOS dealers) for enteral formulas. The ordering prescriber enters medical information into the IVR/Web Portal to medically support enteral formula and receives a PA number to be documented on the fiscal order. The dispenser provider activates the authorization for dispensing and reimbursement. Additional information on the Web Portal can be found on the eMedNY “DME Manual” web page, located at: <https://www.emedny.org/ProviderManuals/DME/index.aspx>. Training sessions for enteral policy and the IVR/Web Portal will be held on March 20, 2023. Providers are encouraged to visit the eMedNY “Provider Training” web page, located at: <https://www.emedny.org/training/index.aspx>, to sign up for these sessions.

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## Appendix A: Additional PA Guidance

Additional PA Guidance	
DMEPOS Authorizations	Resources
HCPCS code is preceded by a pound sign (#)	<ul style="list-style-type: none"> <li>Used to obtain automated authorizations for equipment and supplies.</li> <li>For general ePACES information, providers should refer to the eMedNY “Submit Electronic Transactions to New York Medicaid (Free of Charge) via ePACES” web page: <a href="https://www.emedny.org/selfhelp/ePACES/ePACES_GeneralInfo.aspx">https://www.emedny.org/selfhelp/ePACES/ePACES_GeneralInfo.aspx</a>.</li> </ul>
PA	
Submitted through the DVS through ePACES	<ul style="list-style-type: none"> <li>For ePACES DVS reference guidance, providers should refer to the eMedNY <i>Step-by-Step Instructions for ePACES PA/DVS - DME DVS</i>: <a href="https://www.emedny.org/HIPAA/QuickRefDocs/ePACES_DME_DVS_Request_Response_Cheat_Sheet.pdf">https://www.emedny.org/HIPAA/QuickRefDocs/ePACES_DME_DVS_Request_Response_Cheat_Sheet.pdf</a>.</li> </ul>
HCPCS code is underlined	<ul style="list-style-type: none"> <li>NYS DOH reviews to determine medically necessity, quantity, or frequency limits overrides. For Durable Medical Equipment (DME) PA guidelines, providers should refer to the <i>New York State Medicaid Program – Durable Medical Equipment (DME) – Prior Approval Guidelines</i>: <a href="https://www.emedny.org/ProviderManuals/DME/PDFS/DME_PA_Guidelines.pdf">https://www.emedny.org/ProviderManuals/DME/PDFS/DME_PA_Guidelines.pdf</a>.</li> <li>For ePACES PA guidelines, providers should refer to the eMedNY <i>Step-by-Step Instructions for ePACES PA/DVS - DME DVS</i>: <a href="https://www.emedny.org/HIPAA/QuickRefDocs/ePACES_DME_DVS_Request_Response_Cheat_Sheet.pdf">https://www.emedny.org/HIPAA/QuickRefDocs/ePACES_DME_DVS_Request_Response_Cheat_Sheet.pdf</a>.</li> </ul>
PA	<ul style="list-style-type: none"> <li>For ePACES PA/DVS guidance, refer to the eMedNY <i>ePACES PA/DVS Request</i> document: <a href="https://www.emedny.org/HIPAA/QuickRefDocs/ePACESDVS_Request.pdf">https://www.emedny.org/HIPAA/QuickRefDocs/ePACESDVS_Request.pdf</a>.</li> <li>PA forms (<b>EMEDNY-361502</b> for paper submission) are available by contacting eMedNY by telephone at <b>(800) 343-9000</b> and by the following mailing address:  <b>eMedNY</b>  <b>P.O. Box 4600</b>  <b>Rensselaer, NY 12144-4600</b></li> </ul>
Submitted on paper, by a HIPAA 278 transaction or electronically using ePACES	For instructions on completing paper PA forms, providers should refer to the <i>New York State Medicaid Program – Durable Medical Equipment (DME) – Prior Approval Guidelines</i> : <a href="https://www.emedny.org/ProviderManuals/DME/PDFS/DME_PA_Guidelines.pdf">https://www.emedny.org/ProviderManuals/DME/PDFS/DME_PA_Guidelines.pdf</a> .
HCPCS code is preceded by an asterisk (*)	<p><b>Enteral Formula only</b></p> <ul style="list-style-type: none"> <li><b>(866) 211-1736</b> (IVR)</li> <li>Web Portal: eMedNY homepage, located at: <a href="http://www.emedny.org">www.emedny.org</a> or Enteral Authorization portal, located at: <a href="https://medicaidenteralportal.health.ny.gov/portal/">https://medicaidenteralportal.health.ny.gov/portal/</a></li> </ul>
DiRAD IVR/Web Portal Enteral Authorization	<ul style="list-style-type: none"> <li>Prescriber calls and enters medical information and gets an authorization number and records that on the fiscal order.</li> <li>Dispensing provider (DME or Pharmacy) calls and completes the authorization process.</li> <li>Prescribers and Dispensers may also use the web portal to request or complete authorizations. The <i>New York State Medicaid Program Enteral Formula Prior Authorization Dispenser Worksheet</i>, located at: <a href="https://www.health.ny.gov/health_care/medicaid/program/update/enteral-dispenserworksheet.pdf">https://www.health.ny.gov/health_care/medicaid/program/update/enteral-dispenserworksheet.pdf</a>, and the <i>New York State Medicaid Program Enteral Formula Prior Authorization Dispenser Worksheet</i>, located at: <a href="https://www.emedny.org/providermanuals/communications/Dispenser%20Worksheet.pdf">https://www.emedny.org/providermanuals/communications/Dispenser%20Worksheet.pdf</a>, are available to assist in the authorization process.</li> <li>PA required for all requests that cannot be completed through the IVR or Web Portal.</li> </ul>

## Appendix B: Resources

Resources			
Topic	Description	Contact Information	Website Links
<b>Claims Processing for Outpatient Pharmacy Benefits</b>			
	Questions regarding billing and pharmacy claims processing, lost or stolen medications and remittances.	eMedNY Support: <b>(800) 343-9000, Option 1</b>	<ul style="list-style-type: none"> <li>• eMedNY homepage (for general information): <a href="https://www.emedny.org/">https://www.emedny.org/</a></li> <li>• eMedNY “Pharmacy Manual” web page: <a href="https://www.emedny.org/ProviderManuals/Pharmacy/index.aspx">https://www.emedny.org/ProviderManuals/Pharmacy/index.aspx</a></li> <li>• NYS DOH OHIP NCPDP D.0 Standard Companion Guide - Transaction Information document: <a href="https://www.emedny.org/HIPAA/5010/transactions/NCPDP_D.0_Companion_Guide.pdf">https://www.emedny.org/HIPAA/5010/transactions/NCPDP_D.0_Companion_Guide.pdf</a></li> </ul>
NYRx, the New York Medicaid Pharmacy Program PA criteria	Questions regarding PA or inquiries about quantity/age/day supply and other edits or medication questions.	<ul style="list-style-type: none"> <li>• Magellan Health, Inc. Clinical Call Center: <b>(877) 309-9493</b></li> <li>• NYRx Medicaid Prior Approval Request Form For Prescriptions: <a href="https://newyork.fhsc.com/downloads/providers/NYRx_PDP_PA_Fax_Standardized.pdf">https://newyork.fhsc.com/downloads/providers/NYRx_PDP_PA_Fax_Standardized.pdf</a></li> </ul>	<ul style="list-style-type: none"> <li>• Magellan Health, Inc. NYRx, the Medicaid Pharmacy Program “Current Pharmacy Programs and Updates” web page: <a href="https://newyork.fhsc.com/">https://newyork.fhsc.com/</a></li> <li>• Magellan Health, Inc. NYRx, the Medicaid Pharmacy Program “E-mail Notifications” web page: <a href="https://newyork.fhsc.com/providers/notify.asp">https://newyork.fhsc.com/providers/notify.asp</a></li> </ul>
Preferred Diabetic Supply Program	Questions regarding billing	eMedNY Support: <b>(800) 343-9000, Option 2</b>	N/A
	PA requests	Magellan Health, Inc. Clinical Call Center: <b>(877) 309-9493</b>	N/A
	PDSL, etc.	N/A	Magellan Health, Inc. NYRx, the Medicaid Pharmacy Program “Preferred Diabetic Supply Program” web page: <a href="https://newyork.fhsc.com/providers/diabeticsupplies.asp">https://newyork.fhsc.com/providers/diabeticsupplies.asp</a>
Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) (DME) Procedures and Supplies	Questions regarding DME PA criteria; frequency/quantity/durations limits, etc.; and billing information.	OHIP DME: <ul style="list-style-type: none"> <li>• <b>(800) 342-3005</b></li> <li>• <a href="mailto:ohipmedpa@health.ny.gov">ohipmedpa@health.ny.gov</a></li> </ul>	eMedNY “DME Manual” web page: <a href="https://www.emedny.org/ProviderManuals/DME/index.aspx">https://www.emedny.org/ProviderManuals/DME/index.aspx</a>

Topic	Description	Contact Information	Website Links
<b>Claims</b>			
LINET	For questions about the LINET program or the retroactive coverage of an individual.	<b>(800) 783-1307 (TTY: 711)</b> Monday through Friday from 8 a.m. to 7 p.m., Eastern time	Humana “LINET—Pharmacy resources” web page: <a href="https://www.humana.com/member/medicare-linet-pharmacy-resources">https://www.humana.com/member/medicare-linet-pharmacy-resources</a>
<b>Benefit Transition</b>			
Pharmacy Information for Consumers, Pharmacies, Providers	N/A	N/A	NYS DOH “Welcome to the NY Medicaid Pharmacy Program (NYRx)” web page: <a href="https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/">https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/</a>
Pharmacy Frequently Asked Questions (FAQs)	FAQs	N/A	NYS DOH “Transition of the Pharmacy Benefit from Managed Care (MC) to the Medicaid Pharmacy program, NYRx – FAQs” web page: <a href="https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/pharmacy_transition_faq.htm">https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/pharmacy_transition_faq.htm</a>
Pharmacy Scope of Benefits	N/A	N/A	NYS DOH “Scope of Benefits” web page: <a href="https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/repository/rx_scope_of_benefits.htm">https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/repository/rx_scope_of_benefits.htm</a>
Eligibility Verification and ePACES	Questions related to ePACES or for assistance with billing and performing MEVS transactions.	<ul style="list-style-type: none"> <li>• eMedNY Support: <b>(800) 343-9000, Option 2</b></li> <li>• Touchtone Telephone Verification System: <b>(800) 997-1111</b></li> </ul>	<ul style="list-style-type: none"> <li>• ePACES Help/Log-in homepage: <a href="https://www.emedny.org/epaces">https://www.emedny.org/epaces</a></li> <li>• New York State Programs MEVS Instructions for Completing a Telephone Transaction document: <a href="https://www.emedny.org/ProviderManuals/5010/MEVS%20Quick%20Reference%20Guides/5010_MEVS_Telephone_Quick_Reference_Guide.pdf">https://www.emedny.org/ProviderManuals/5010/MEVS%20Quick%20Reference%20Guides/5010_MEVS_Telephone_Quick_Reference_Guide.pdf</a></li> <li>• New York State Programs MEVS Instructions for Completing a Telephone Transaction: <a href="https://www.emedny.org/ProviderManuals/5010/MEVS%20Quick%20Reference%20Guides/5010_MEVS_Telephone_Quick_Reference_Guide.pdf">https://www.emedny.org/ProviderManuals/5010/MEVS%20Quick%20Reference%20Guides/5010_MEVS_Telephone_Quick_Reference_Guide.pdf</a></li> </ul>

Topic	Description	Contact Information	Website Links
Eligibility			
Members Restricted Recipient Program	Providers should direct members to their eligibility location.	<ul style="list-style-type: none"> <li>• <b>Upstate county residents</b> – Contact your Local Department of Social Services (LDSS): <a href="https://www.health.ny.gov/health_care/medicaid/ldss.htm">https://www.health.ny.gov/health_care/medicaid/ldss.htm</a></li> <li>• <b>New York City (NYC) residents</b> – Contact Human Resources Administration (HRA) by phone at: <b>(212) 273-0062</b></li> </ul>	N/A
Policy and Program Information			
NYRx Preferred Drug List (PDL)	The NYRx PDL contains a full listing of drugs/classes subject to the NYS Medicaid NYRx Pharmacy Programs.	Magellan Clinical Call Center: <b>(877) 309-9493</b>	Magellan Inc. NYRx, the Medicaid Pharmacy Program homepage: <a href="https://newyork.fhsc.com/">https://newyork.fhsc.com/</a>
Medicaid List of Reimbursable Drugs (Formulary)	Providers may review the Medicaid Pharmacy List of Reimbursable Drugs for products covered.	<a href="mailto:NYRx@health.ny.gov">NYRx@health.ny.gov</a>	eMedNY “Medicaid Pharmacy List of Reimbursable Drugs” web page: <a href="https://www.emedny.org/info/formfile.aspx">https://www.emedny.org/info/formfile.aspx</a>
Medicaid Pharmacy Program, Policy and Coverage	For questions related to the Pharmacy Program, 340B Billing, Drug Pricing, Lost or Stolen Medications, etc.	<ul style="list-style-type: none"> <li>• Pharmacy Bureau: <b>(518) 486-3209</b></li> <li>• <a href="mailto:NYRx@health.ny.gov">NYRx@health.ny.gov</a></li> </ul>	NYS DOH “Welcome to NYRx, the Medicaid Pharmacy Program” web page: <a href="https://www.health.ny.gov/health_care/medicaid/program/pharmacy.htm">https://www.health.ny.gov/health_care/medicaid/program/pharmacy.htm</a>
Provider Enrollment	Provider enrollment, revalidation and NPI termination questions.	<ul style="list-style-type: none"> <li>• eMedNY Support: <b>(800) 343-9000, Option 2</b></li> <li>• <a href="mailto:providerenrollment@health.ny.gov">providerenrollment@health.ny.gov</a></li> </ul>	eMedNY “Provider Enrollment & Maintenance” web page: <a href="https://www.emedny.org/info/ProviderEnrollment/index.aspx">https://www.emedny.org/info/ProviderEnrollment/index.aspx</a>

Topic	Description	Contact Information	Website Links
<b>Policy and Program Information</b>			
Provider Manuals (Physician, Pharmacy, DME, etc.) and Billing Guidelines	The “Provider Manuals” tab has billing and policy related guidance (e.g., billing guidelines, procedure codes, fee schedules, etc. for each provider type).	N/A	<ul style="list-style-type: none"> <li>• eMedNY “Provider Manuals” web page: <a href="https://www.emedny.org/ProviderManuals/index.aspx">https://www.emedny.org/ProviderManuals/index.aspx</a></li> <li>• eMedNY “Information for All Providers” web page: <a href="https://www.emedny.org/ProviderManuals/AllProviders/index.aspx">https://www.emedny.org/ProviderManuals/AllProviders/index.aspx</a></li> </ul>
Provider Outreach and Training	Providers may visit the training website to review eMedNY trainings available.	N/A	eMedNY “Provider Training” web page: <a href="https://www.emedny.org/training">https://www.emedny.org/training</a>

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## Appendix C: Member Fact Sheet

Providers must use the *Member Fact Sheet* to provide NYS Medicaid members and MMC enrollees with the resources and information they need regarding the benefit transition. A print-friendly version of the *Member Fact Sheet* is available on the Medicaid Member Dashboard homepage at: <https://member.emedny.org/>.



**Department of Health** | **Medicaid NYRx**

### Changes to Your NYS Medicaid Pharmacy Benefits take effect April 1, 2023.



**Here is what you need to know:**

- **NYRx**, the Medicaid pharmacy plan will begin covering your prescriptions on **April 1**.
- You will use your **Medicaid ID Card** or your **Health Plan Card** to fill your prescriptions starting **April 1**.
- Most pharmacies in New York take **NYRx**. Check [health.ny.gov/NYRx](https://health.ny.gov/NYRx) to see if your pharmacy does.
- Most drugs and supplies, including diabetic test strips, are covered by **NYRx**. Check [health.ny.gov/NYRx](https://health.ny.gov/NYRx) to see if your drugs and supplies are covered, or if they require approval from your doctor, before **April 1**.

This change is for those members enrolled in a Medicaid Managed Care Plan.

To find out if this change impacts you, check your mail for a letter from your health plan or call the **NYS Medicaid Helpline:**

**(855) 648-1909**  
TTY 1-800-662-1220

or view a copy of the letter at [health.ny.gov/NYRx](https://health.ny.gov/NYRx).

You can also scan the QR code below

#### FAST FACTS

**What is NYRx?**  
Through NYRx, NYS Medicaid covers your drugs and supplies by reimbursing the pharmacy directly, rather than paying your health plan.

**Will I need a new health plan ID card?**  
No, you will not need a new ID card. The pharmacist can use your valid health plan or Medicaid ID card.

**What if my pharmacy does not take NYRx?**  
If your current pharmacy **does not** take NYRx, you may:

- Ask your pharmacist to transfer a refill to a participating pharmacy.
- Ask your doctor to send your prescriptions to a participating pharmacy.

**What if my drugs and/or supplies require approval from my doctor?**  
If your drugs and/or supplies require approval from your doctor, you should:

- Talk to your doctor about requesting approval; or
- Talk to your doctor or pharmacist about alternate drug and/or supplies that don't require approval.

**Have questions or want to learn more?**  
Scan the QR code to the right.  
Or contact the NYS Medicaid Helpline at: **(855) 648-1909**  
Helpline Hours: Mon-Fri 8AM - 8PM, Sat 9AM-1PM, TTY 1-800-662-1220



# Provider Directory

## **Office of the Medicaid Inspector General:**

For suspected fraud, waste, or abuse complaints/allegations, please call 1-877-87FRAUD, (877) 873-7283, or visit the Office of Medicaid Inspector General (OMIG) web site at: [www.omig.ny.gov](http://www.omig.ny.gov).

## **Provider Manuals/Companion Guides, Enrollment Information/Forms/Training Schedules:**

Please visit the eMedNY website at: [www.emedny.org](http://www.emedny.org).

## **Providers wishing to listen to the current week's check/EFT amounts:**

Please call (866) 307-5549 (available Thursday PM for one week for the current week's amount).

## **For questions about billing and performing MEVS transactions:**

Please call the eMedNY Call Center at (800) 343-9000.

## **Provider Training:**

Please enroll online for a provider seminar at: <https://www.emedny.org/training/index.aspx>. For individual training requests, please call (800) 343-9000.

## **Beneficiary Eligibility:**

Please call the Touchtone Telephone Verification System at (800) 997-1111.

## **Medicaid Prescriber Education Program:**

For current information on best practices in pharmacotherapy, please visit the following web sites:

- DOH Prescriber Education Program page:  
[https://www.health.ny.gov/health\\_care/medicaid/program/prescriber\\_education/presc-educationprog](https://www.health.ny.gov/health_care/medicaid/program/prescriber_education/presc-educationprog).
- Prescriber Education Program in partnership with SUNY: <http://nypep.nysdoh.suny.edu/>.

## **eMedNY**

For a number of services, including: change of address, updating an enrollment file due to an ownership change, enrolling another NPI, or revalidating an existing enrollment, please visit the eMedNY Provider Enrollment page at: <https://www.emedny.org/info/ProviderEnrollment/index.aspx>, and choose the appropriate link based on provider type.

## **Comments and Suggestions Regarding This Publication**

Please contact the editor, Angela Lince, at [medicaidupdate@health.ny.gov](mailto:medicaidupdate@health.ny.gov).