

NYRx Medicaid Pharmacy Program Benefits May 2023 - FAQs

Assistors may use the information below to answer questions from consumers who are enrolled in NYRx (formerly referred to as the Medicaid Fee-for-Service Pharmacy Program) about their Medicaid prescription drug benefit. More information regarding NYRx, the Medicaid Pharmacy Program may be found here:

https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/index.htm.

1. What drugs are included under NYRx?

NYRx, the Medicaid Pharmacy Program covers outpatient prescription drugs, over-the-counter drugs and some medical supplies. NYRx does not typically include drugs or injections you receive during a doctor's appointment or hospital stay. A list of outpatient drugs can be found online at: <https://member.emedny.org/>.

2. What supplies are covered under NYRx?

Blood pressure kits and incontinence supplies are some of the supplies included in NYRx, the Medicaid Pharmacy Program. For a full list of covered medical supplies, please visit: <https://member.emedny.org/>.

Please note: Diabetic supplies are covered by NYRx. For more information on coverage of diabetic supplies please visit <https://newyork.fhsc.com/providers/diabeticsupplies.asp>.

3. What pharmacies will accept NYRx?

Most pharmacies accept NYRx. Assistors should help consumers check to see if the pharmacy they are using accepts NYRx using the website listed below. You will need to know the name of the pharmacy and the county (or address) of the pharmacy that the consumer uses to check on this for them.

Advise consumers when searching, to be sure to use the pharmacy name that is on the label on their prescription bottle. Please search for participating pharmacies at the following website:

<https://member.emedny.org>

4. What card do consumers need to use at the pharmacy?

Consumers will need to show their pharmacist their Medicaid card or health plan card. This will tell the pharmacist, the consumer's Client Identification Number (CIN).

5. If a consumer can't find their CBIC card or has not received a new one yet, what can they do?

If a consumer doesn't have their CBIC card they may present their health plan card.

If the consumer does not have their CBIC or their health plan card, the CIN can be provided only if coverage is currently active.

6. What if the consumer's pharmacy doesn't take NYRx? Can they get their prescription transferred to another pharmacy?

A pharmacy can transfer a one-time fill of a non-controlled substance to another pharmacy at the request of the consumer. After that, the consumer must contact the new pharmacist or prescribing doctor to obtain a new prescription at the new pharmacy.

7. How does the consumer know if their prescriptions are covered? How can we help them find out if their prescriptions require prior approval?

Members and Assistors may utilize the following site to confirm if a medication is covered under NYRx:

- The website will indicate whether a medication requires prior authorization. The consumer should be directed to contact the prescriber or the pharmacist. The pharmacist may reach out to doctor to change the prescription or direct the doctor to call the Magellan Clinical Call Center (Pharmacy Prior Authorization Line) at 1-877-309-9493 to obtain prior authorization.

A full list of medications can be found on the following site:

https://newyork.fhsc.com/downloads/providers/NYRx_PDP_PDL.pdf

If a drug listed on the NYRx Formulary indicates "PA Required", the consumer should be directed to contact the prescriber or the pharmacist. The pharmacist may reach out to their doctor to change the prescription or direct the doctor to call the Magellan Clinical Call Center (Pharmacy Prior Authorization Line) at 1-877-309-9493 to obtain prior authorization.

8. What if the consumer's medication is not covered under NYRx?

Refer the consumer to their doctor and advise them that the doctor may need to change the prescription to a drug that is covered. They can also work with their pharmacist to help find a product that is covered. Their doctor can also request an authorization to let them continue taking the same drug. The Assistor may also refer to Question 7 and direct the doctor to the Magellan Clinical Call Center (1-877-309-9493).

9. How can an Assistor support their consumer if that consumer has a Worker's Compensation case and is unable to get their medication filled at the Pharmacy due to this?

If the member has a work-related injury, for which they have an open Workers' Compensation (WC) case, WC coverage must be billed prior to billing NYRx, the Medicaid Pharmacy program. Assistors should advise members to provide the pharmacy with the WC information if the billing information is not already on file. This billing information may be obtained by calling the WC board at (877)632-4996. Members should **not** be directed to the WC board to obtain a termination letter, if the WC case is inactive. **Often, WC claims are never closed and a customer may be receiving WC claim-related medical benefits for life. The pharmacy must coordinate the benefit** and bill WC first before billing NYRx. Pharmacies may refer to the guidance located here: https://www.emedny.org/ProviderManuals/Pharmacy/PDFS/Coordination_of_Benefits_-_5-8-23.pdf, for assistance with billing WC and NYRx. This document may be printed and provided to the member to present to the pharmacy.