



Department  
of Health

# Transition of Pharmacy Benefit from Managed Care to NYRx

All Stakeholders: Implementation Update

June 21, 2023

# Overview

- NYRx Implementation Status
- Important Reminders
- Resources and Updates
- Q&A

June 21, 2023

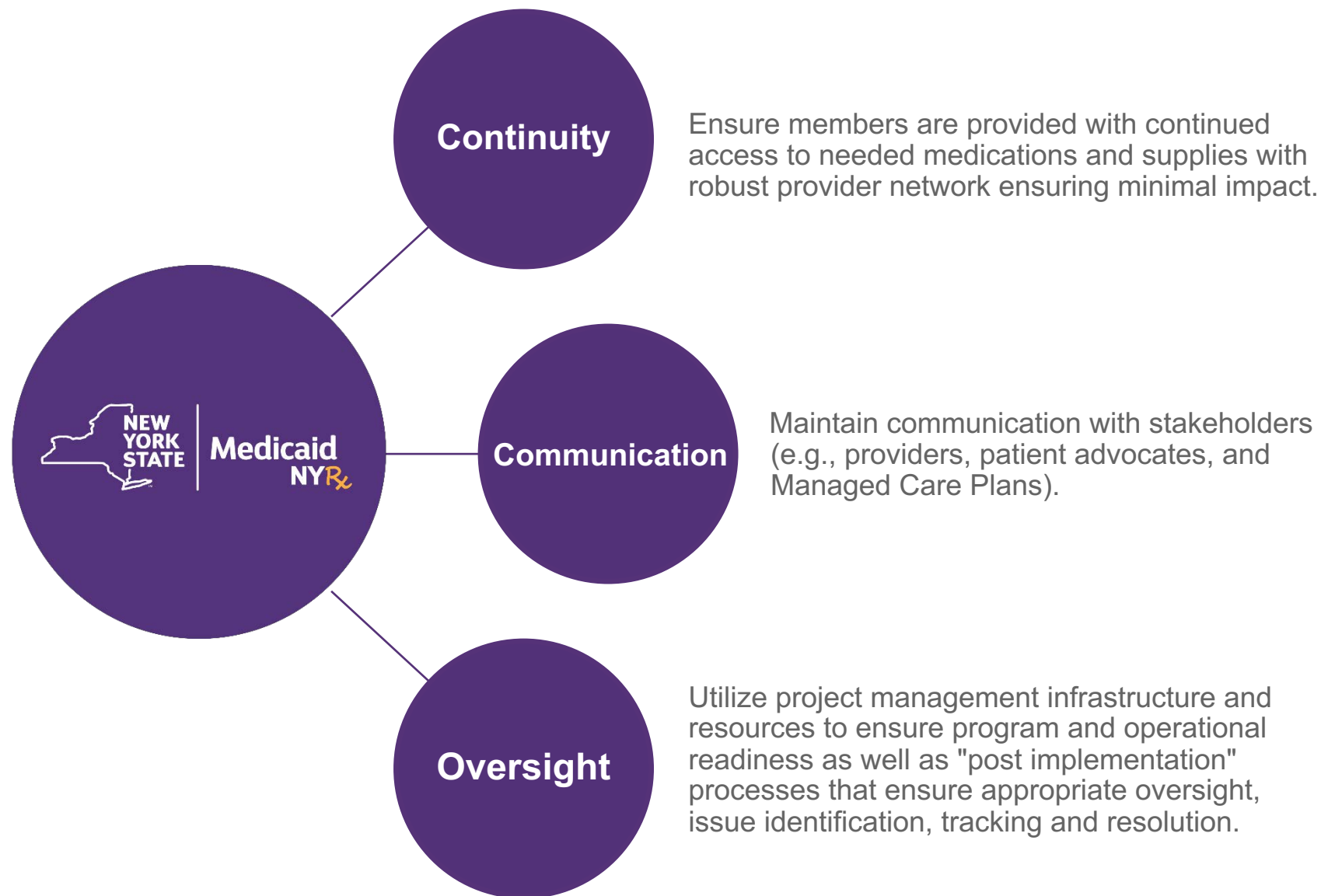


Your NYS Medicaid  
Pharmacy Benefits have  
changed recently.

## Transition Overview

- As of April 1, 2023, Medicaid members enrolled in mainstream Managed Care (MC) plans, Health and Recovery Plans (HARPs), and HIV-Special Needs (SNPs) are receiving their pharmacy benefits through the Medicaid Fee for Service (FFS) Pharmacy Program.
- The transition does not apply to members enrolled in Managed Long-Term Care plans (e.g., PACE, MAP, and MLTC), the Essential Plan, or Child Health Plus.
- The transition does not change the scope of benefits (e.g., copayments and covered drugs) of the existing Medicaid Pharmacy Benefit.

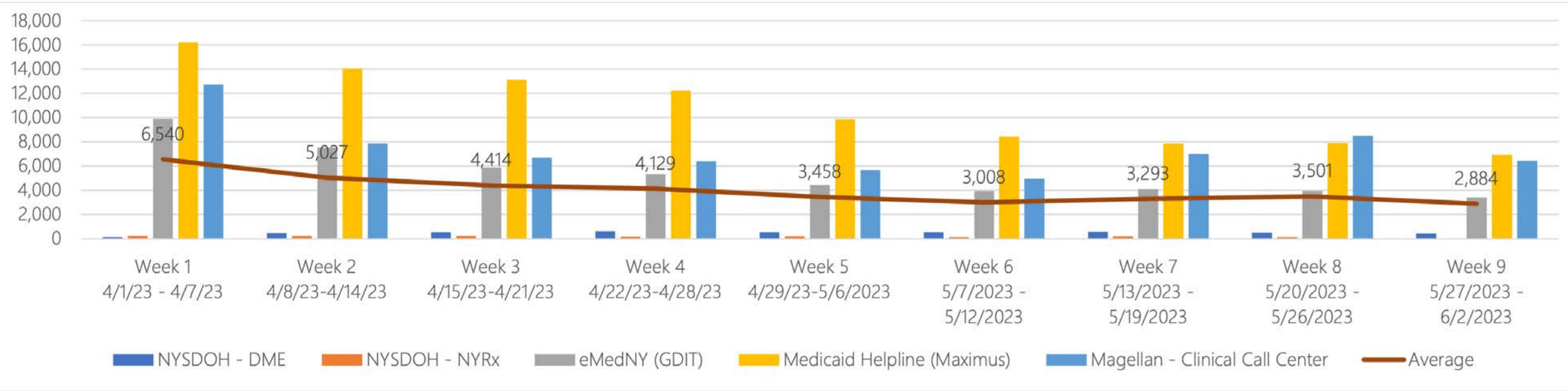
# Transition Guiding Principles



# NYRx Implementation Status

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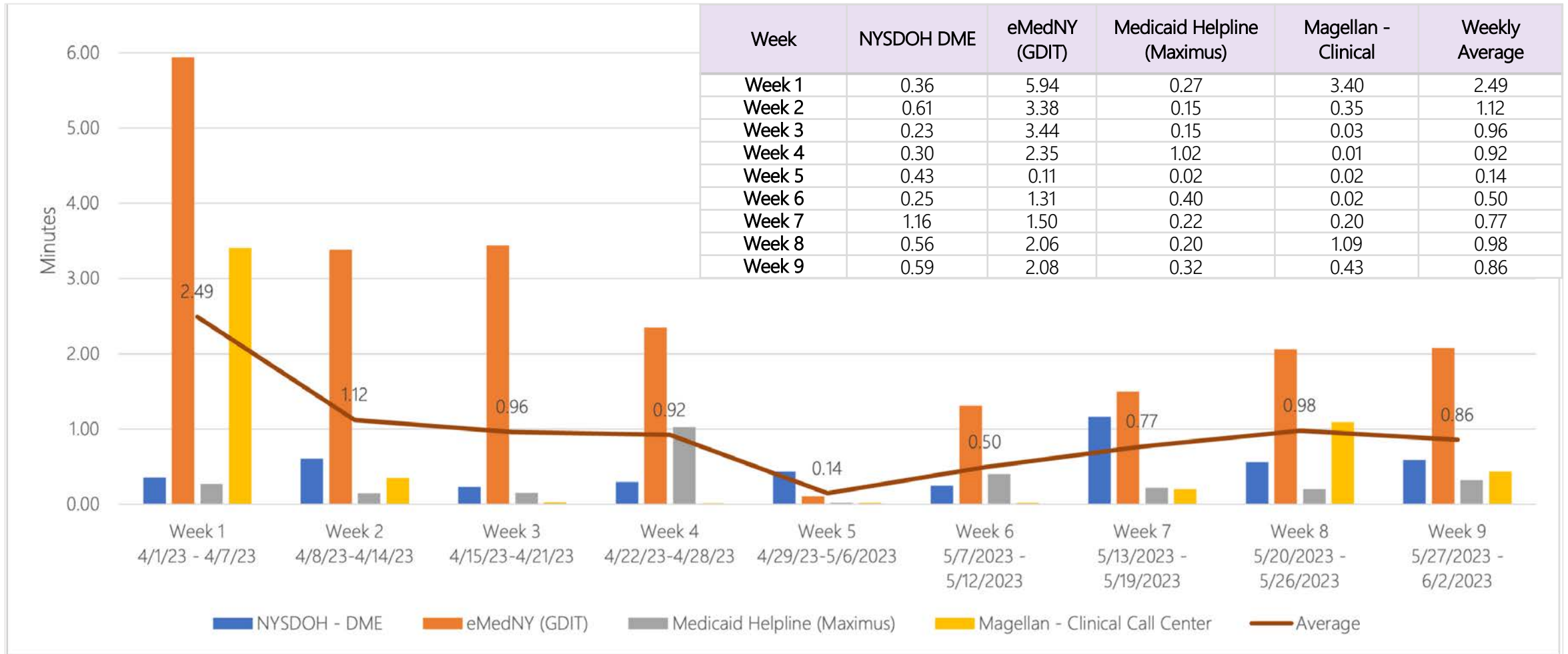
# Total Calls



Week	NYSDOH DME	NYSDOH NYRx	eMedNY (GDIT)	Medicaid Helpline (Maximus)	Magellan - Clinical	Weekly Average
Week 1	129	254	9,903	16,215	12,740	6,540
Week 2	463	228	7,531	14,080	7,861	5,027
Week 3	535	228	5,876	13,126	6,719	4,414
Week 4	617	181	5,328	12,239	6,409	4,129
Week 5	559	188	4,445	9,870	5,682	3,458
Week 6	554	133	3,956	8,434	4,970	3,008
Week 7	566	197	4,113	7,863	7,021	3,293
Week 8	506	137	3,927	7,908	8,530	3,501
Week 9	429	68	3,414	6,942	6,448	2,884

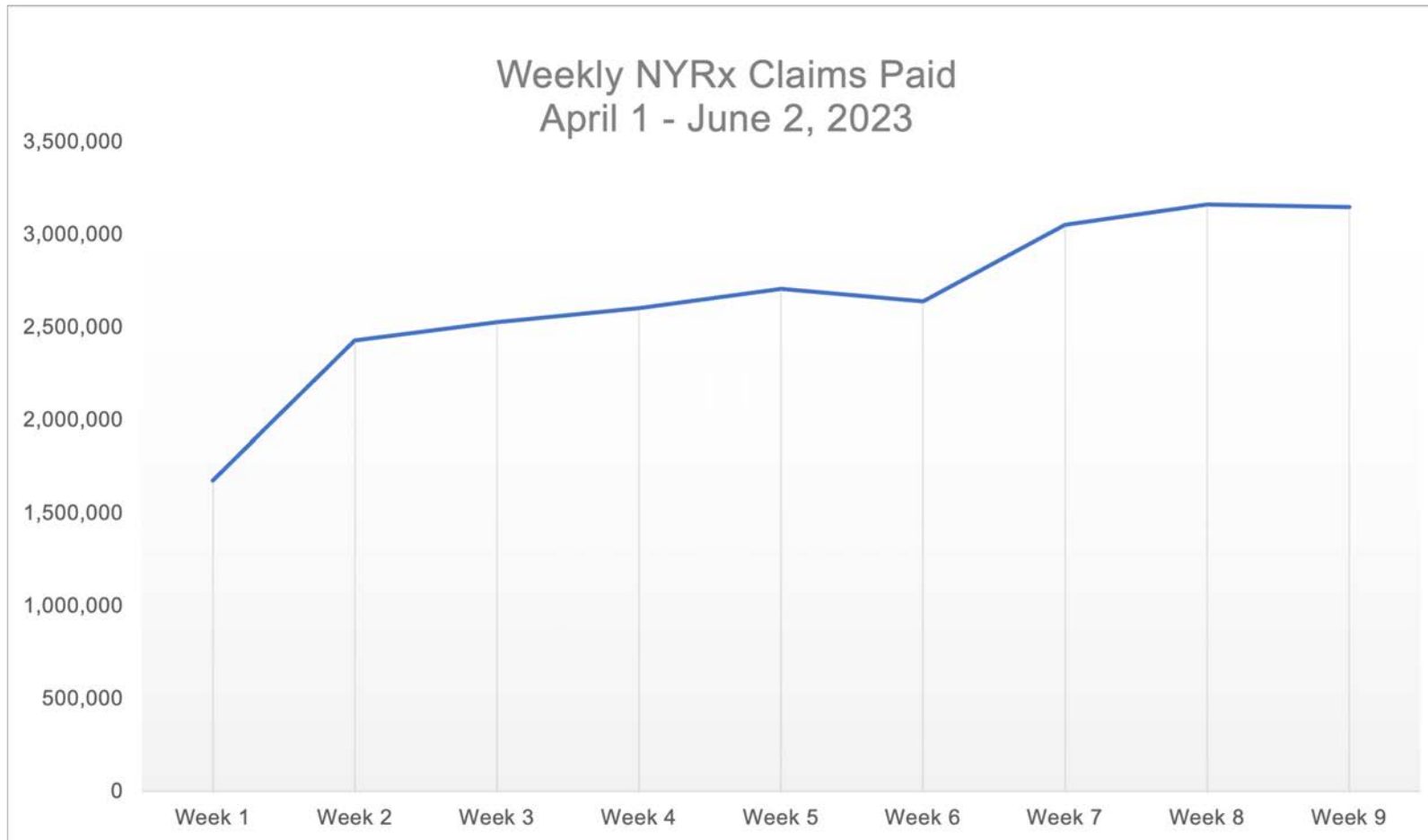
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# Average Speed of Answer



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# Pharmacy Claims



Week	Dates	Paid
Week 1	4/1 - 4/7	1,675,196
Week 2	4/8 - 4/14	2,427,180
Week 3	4/15 - 4/21	2,525,459
Week 4	4/22 - 4/28	2,601,209
Week 5	4/29 - 5/5	2,706,115
Week 6	5/6 - 5/12	2,638,188
Week 7	5/13 - 5/19	3,052,399
Week 8	5/20 - 5/26	3,162,561
Week 9	5/27 - 6/2	3,147,611

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# Important Reminders

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# Standards for Incontinence Products

In 2016, NY Medicaid's Incontinence Supply Program established minimum standards for incontinence products to improve the quality of supplies provided to members. These minimum standards apply to all adult and youth sized products.

Providers should verify that incontinence products meet these minimum standards as outlined in the [June 2016](#) and [November 2020 Medicaid Update](#). NYSDOH Durable Medical Equipment (DME) will be providing additional guidance. [Subscribe to the eMedNY DME listserv](#) to receive important updates.

For questions about the Incontinence Supply Management Program, call the Bureau of Medical Review at (800) 342-3005 or email [OHIPMEDPA@health.ny.gov](mailto:OHIPMEDPA@health.ny.gov).

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# Enteral Product Classification List

## ENTERAL PRODUCT CLASSIFICATION LIST – FOR INFORMATIONAL PURPOSES ONLY

The following list is provided as a **guideline** for prescribers and dispensers. This is not an all-inclusive list. It is meant to assist providers in prescribing and determining the correct item code for billing. This list is **NOT** to be used as an enteral formulary of covered items.

**For products not listed below**, dispensers are to use their judgment in selecting the appropriate product coding classification based upon the prescriber's order, general categorical descriptions, and Medicaid coverage criteria (see DME Policy Guidelines at <http://www.emedny.org/ProviderManuals/DME/> for coverage criteria).

Powdered, liquid, fiber-added, calcium-added, and high protein forms of the same formula are billed under the same code. Special metabolic formulas categorized under B4157 should be billed using B4162 if provided to a pediatric patient.

**Bolded Italicized** products are subject to coverage by the Women, Infants and Children (WIC) program. **WIC must be accessed prior to requests for Medicaid reimbursement.**

PRODUCT	CODE	PRODUCT	CODE
<b><i>Alfamino Jr</i></b>	B4161	Complete Amino Acid	B4155
<b><i>Alfamino Infant</i></b>	B4161	Complex Essential MSD	B4157
<b><i>Alimentum</i></b>	B4161	Complex MSUD AA Blend	B4155
<b><i>Analog Formulas</i></b>	B4162	Complex MSUD Drink Mix	B4157
Arginine Amino Acid	B4155	Crucial	B4153
BCAD-1	B4162	Cyclinex-1	B4162
BCAD-2	B4157	Cyclinex-2	B4157
<b><i>Boost</i></b>	B4150	Cystine Amino Acid	B4155
<b><i>Boost Kids Essentials</i></b>	B4160	Diabetisource AC	B4154
Boost Diabetic (Glucose Control)	B4154	Duocal	B4155
Boost Plus	B4152	EAA	B4155
Boost VHC	B4152	<b><i>EleCare</i></b>	B4161
Calcilo XD	B4162	<b><i>Enfamil Gentlease</i></b>	B4158
Citrulline 1000 Amino Acid	B4155	<b><i>Ensure</i></b>	B4150
Compleat	B4149	<b><i>Ensure Plus</i></b>	B4152
Compleat Pediatric	B4149	Essential Amino Acid	B4155

Prescribers and dispensers should review the [Enteral Product Classification List](#) for the correct item code for billing.

Questions about products and limitations?

Call the Bureau of Medical Review at (800) 342-3005 or email [OHIPMEDPA@health.ny.gov](mailto:OHIPMEDPA@health.ny.gov).

PRODUCT
Fibersource HN
GA
GA Gel
Glucerna 1.0
Glucerna 1.5
Glutarex-1
Glutarex-2
Glutasolve
Glytrol
<b><i>Gerber Good Start</i></b>
HCU Cooler
HCU Express
HCU Gel
HCY 1
HCY 2
Hominex-1
Hominex-2
Immunocal
Impact
Impact Peptide 1.5
Impact Glutamine
Isocal
Isoleucine Amino Acid
Isoleucine 1000 Amino Acid
Isomil Powder
Isosource 1.5
Isosource-HN
I-Valex-1
I-Valex-2
Jevity 1 Cal
Jevity 1.2 Cal

# Transition Fill Period: April 1 – June 30, 2023

- To ensure a smooth transition for members, NYRx instituted a transition fill period from 4/1/23 - 6/30/23.
- During this period, members were provided a one-time transition fill for up to a 30-day supply of a drug that would normally require prior authorization (PA) under the [NYRx Preferred Drug Program \(PDP\)](#).
- This allowed additional time for prescribers to review the NYRx [preferred drug list \(PDL\)](#) and seek prior authorization or change to a preferred drug. In most cases, preferred drugs do not require prior authorization.



# Preparing for July 1, 2023

NYRx has closely monitored resources, systems, and processes to ensure a smooth implementation when the transition fill period ends on June 30 and the full NYRx criteria starts on July 1, 2023.

- **Transition Fills and PAs** – Members have received their transition fills, and providers have proactively requested PAs and/or changed to preferred products.
- **Claims** – Volume has normalized, and systems are closely monitored to ensure capacity.
- **Automated Systems** – Criteria is in place to automate PAs and reduce manual reviews.
- **Stakeholder Engagement** – Frequent check-ins with key stakeholders to share updates, solicit feedback, and monitor operations
- **Staff and Training** – Resources added to call centers

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# Resources and Updates

June 21, 2023

A black silhouette of a spotlight on a tripod stand, with a beam of light shining from the lens towards the text.

# Spotlight FAQ 150

Section: Member Impact

**Will members be able to receive their medication in the cases of traveling out-of-state or lost medication?**

NYS Medicaid ensures an ample supply of medication(s) to accommodate for most temporary absences and allows a 90-day supply for most maintenance medications.

For more information, refer to the [August 2021 Medicaid Update](#) article titled, *Clarification and Reminder: Pharmacy Providers Servicing Medicaid Fee-for-Service Members*.

[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)

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A black spotlight on a tripod stands on the left side of the slide. A beam of light from the spotlight illuminates the text 'Spotlight FAQ 031' and the sub-section title 'Section: Scope of Benefits'.

# Spotlight FAQ 031

Section: Scope of Benefits

## What drugs and supplies are included in the transition?

The transition will include covered outpatient drugs and other products covered under the Medicaid Pharmacy Program. This includes outpatient prescription and over-the-counter drugs, diabetic, incontinence and other supplies. It does not include physician administered (J-Code) drugs.

More information regarding what drugs and products are included in the NYRx Medicaid Pharmacy Program can be found within the [Medicaid List of Reimbursable Drugs \(Formulary File\)](#) and the [List of OTC Categories and Supply Codes](#).

[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)

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# Medicaid Update: NYRx Special Editions

- Part 1 – October 2022 ([PDF](#)) ([Web](#))
- Part 2 – January 2023 ([PDF](#)) ([Web](#))
- Part 3 – March 2023 ([PDF](#)) ([Web](#))
- Part 4 – May 2023 ([PDF](#)) ([Web](#))
  - Member identification number
  - Resolving claim edits
  - Billing exceptions for non-enrolled prescribers
  - Practitioner administered drugs
  - Coordination of benefits: Medicare and third party coverage

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NEW YORK STATE Department of Health

May 2023  
Volume 39 | Number 9

## Medicaid Update SPECIAL EDITION

### PART FOUR

Inside this issue:

- NYRx Pharmacy Benefit Transition
- Provider Directory

### NYRx Pharmacy Benefit Transition

NEW YORK STATE  
Medicaid NYRx  
Department of Health

**Effective April 1, 2023**, New York State (NYS) Medicaid members enrolled in mainstream Medicaid Managed Care (MMC) Plans, Health and Recovery Plans (HARPs), and Human Immunodeficiency Virus-Special Needs Plans (HIV-SNPs) receive their pharmacy benefits through NYRx, the NYS Medicaid Pharmacy program [formerly known as NYS 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

**SEARCH TIPS**

home | self help | glossary | site map

ENHANCED BY Google

What's New | Information | Provider Enrollment | Provider Manuals | Provider Outreach and Training | Contacts | eMedNY HIPAA Support | eMedNY Tools Center | PTAR

## Medicaid Pharmacy List of Reimbursable Drugs

This page contains drug information from the pharmacy file. The full list of reimbursable drugs may be viewed online or downloaded, using the link provided below. Only those prescription and non-prescription drugs which appear on the list are reimbursable under the fee-for-service Medicaid Pharmacy Program.

**Attention Prescribers:**

- The Medicaid Pharmacy List of Reimbursable drugs includes only those drugs covered under the Pharmacy benefit and is not inclusive of all covered practitioner administered drugs. Information regarding Medicaid **fee-for-service** covered Practitioner Administered Drugs can be found in the [Provider Manuals](#) in the Procedure Code and Fee Schedule sections for Drugs, and in Provider Communications.
- For coverage information regarding Practitioner Administered Drugs for **managed care** enrollees, please refer to the managed care plan's medical benefit policies and procedures.

**NOTE:** The formulary file search is undergoing construction at this time. Please reference the CSV file for a complete listing of products.

[Download CSV of Reimbursable Drugs](#)

[View/Download Formulary and Benefits File Format](#)  
This zip file contains eight pipe delimited text files and creates the following output files: Formulary Status; Copay List; Age Limit Coverage; Gender Limit; Prior Auth Coverage; Quantity Limit Coverage; Text Message Coverage; Cross Reference

[Formulary File Information](#)  
This file contains the Formulary File Information and field layouts.

**Find File Information**

Field:

Value:

Sort By:

# NYRx Formulary for Providers

## Medicaid Pharmacy List of Reimbursable Drugs

Note: The search tool is under construction.

Please reference the CSV file for a complete listing of products.

[www.emedny.org/info/formfile.aspx](http://www.emedny.org/info/formfile.aspx)



**eMedNY** ENHANCED BY Google

What's New Information Provider Enrollment Provider Manuals Provider Outreach and Training Contacts eMedNY HIPAA Support eMedNY Tools Center PTAR

**NEW YORK STATE** Department of Health Medicaid NYRx

### PHARMACY BENEFIT TRANSITION

Effective April 1, 2023, 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 the NYRx Pharmacy program 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, 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 consumers have comprehensive drug coverage and equitable access to an extensive network of over 5,000 pharmacy providers.

Providers, including prescribers, pharmacies and DMEPOS providers, **must be enrolled** in NYS Medicaid to receive reimbursement for services provided to Medicaid members. See [provider enrollment](#) for more information.

**Failure to enroll will result in denial of claims for prescriptions, effective April 1, 2023.**

For information about enrollment exceptions, please review the [Pharmacy Billing Guidance Exceptions for Non-Enrolled Prescribers in Medicaid](#).

For more information about the transition, please visit the [NYRx pharmacy benefit transition website](#) or see the *Useful Links* section on the right side of this page.

**Useful Links**

- Pharmacy Benefit Transition
- NYRx Medicaid Pharmacy Program
- Medicaid Pharmacy List of Reimbursable Drugs
- Provider Enrollment
- Provider Enrollment Status Resources
- Medicaid Preferred Drug Program
- Medicaid Pharmacy Program Member Resources
- Top Edit Resource Sheet
- ProDUR-ECCA D.0 Provider Manual
- Pharmacy Communications

**Important Medicaid Updates**

- October 2022 Medicaid Update Special Edition Part 1
- January 2023 Medicaid Update Special Edition Part 2
- March 2023 Medicaid Update Special Edition Part 3

**Provider Training**

[Click Here to Download the PDF](#)

# Provider resources on [emedny.org/nyrx](https://emedny.org/nyrx)

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# Medicaid Helplines for Providers

eMedNY Call Center	Magellan Clinical Call Center	NYRx Education & Outreach
<p><b>Phone: (800) 343-9000</b>            Mon. – Fri. 7 AM – 10 PM            Sat. - Sun. 8:30 AM - 5:30 PM</p> <p>Website: <a href="https://emedny.org">emedny.org</a></p> <ul style="list-style-type: none"> <li>• Medicaid provider enrollment</li> <li>• Claims billing</li> <li>• <a href="#">ePACES</a></li> </ul>	<p><b>Phone: (877) 309-9493</b>            Daily            24 hours</p> <p>Website: <a href="https://newyork.fhsc.com">newyork.fhsc.com</a></p> <ul style="list-style-type: none"> <li>• Prior authorizations</li> <li>• Emergency supply requests</li> <li>• Clinical concerns</li> <li>• Criteria questions for <a href="#">Preferred Drug Programs</a>, <a href="#">Preferred Diabetic Supply Programs</a>, Drug Utilization Review (DUR), and Brand Less Than Generic (BLTG)</li> </ul>	<p><b>Phone: (833) 967-7310</b>            Mon. – Fri.            8 AM – 5 PM</p> <p>Website: <a href="https://newyork.fhsc.com/providers/education-outreach.asp">newyork.fhsc.com/providers/education-outreach.asp</a></p> <ul style="list-style-type: none"> <li>• General questions about NYRx</li> <li>• Support for complex pharmacy cases</li> <li>• Care coordination for special populations (e.g., HIV/AIDS, foster care children, substance use)</li> <li>• Information about NYRx programs, policies, regulation, and legislation</li> </ul>

## NYRx Education & Outreach

On April 1, 2023, the prescription drug benefit for all Medicaid members enrolled in a Mainstream Managed Care Plan, Health and Recovery Plan (HARP), and HIV-Special Needs Plan (HIV-SNP) was transitioned to NYRx, the Medicaid Pharmacy Program. In addition to the existing Medicaid member and provider helplines, starting Monday, April 3, there is a dedicated team, led by Magellan, to support care coordination.

The Education and Outreach team serves as a liaison between the Managed Care Plans and NYRx to support care coordination. Clinical liaisons are trained to support and help solve complex pharmacy cases for:

- Managed Care Plans
- Case workers and New York State agencies
- Prescribers and pharmacies with questions regarding NYRx drug coverage, prior approval requirements, and NYRx enrolled pharmacies
- Complex care coordination for populations such as HIV/AIDS, Hemophilia, Foster Care children, Serious Mental Illness, Substance Use Disorder, and Hepatitis C

To contact the Education and Outreach team call (833) 967-7310. The call center is available Monday through Friday 8am until 5pm ET.

NYRx program-related questions and non-member-specific questions can be emailed to [NYRxEO@magellanhealth.com](mailto:NYRxEO@magellanhealth.com).

### OFFICE HOURS

Virtual support drop-in sessions are offered every week for pharmacy stakeholders to ask questions related to NYRx and care coordination

- Managed Care Organizations (MCOs) office hours hosted via [Zoom](#) from 12pm-1pm ET every Monday and Wednesday
- Office hours hosted via [Zoom](#) from 12pm-1pm ET every Tuesday and Thursday for the following:
  - Pharmacy providers and prescribers
  - Office of Addiction Services and Supports (OASAS)
  - Office of Medicaid Inspector General (OMIG)
  - New York Blood Center
  - Foster Care
  - AIDS Institute and stakeholders

### TRAININGS

The Education and Outreach team hosts weekly live training webinars which focus on different areas of the NYRx program.

Starting Friday, May 26, the webinar will focus on:

- NYRx, the Medicaid Pharmacy Program Overview with a focus on the Preferred Drug Program (PDP), the Drug Utilization Review program (DUR) and the Brand Less than Generic program (BLTG)

Pharmacy providers and prescribers are encouraged to attend these webinars to learn more about NYRx. No registration is required to attend. Join the Education & Outreach team via [Zoom](#) every Friday from 12pm-1pm ET.

Prerecorded sessions of NYRx E&O educational webinars are available on the [NYRx E&O YouTube channel](#). To view a specific webinar or for a copy of the slides select from the list below.

- NYRx, the Medicaid Pharmacy Program Overview: [webinar](#) or [slides](#)
- NYRx BLTG program: [webinar](#) or [slides](#)

# NYRx Education and Outreach (E&O)

Check out the E&O website!

- Weekly office hours
- Trainings for pharmacy providers and prescribers
- Resources

Questions? Contact  
[NYRxEO@magellanhealth.com](mailto:NYRxEO@magellanhealth.com)

<https://newyork.fhsc.com/providers/education-outreach.asp>

# E&O Webinars for Providers & Prescribers

*Are you new to NYRx?*

*Need a refresher about the Medicaid Pharmacy Program?*

*Have questions about the Preferred Drug and Brand Less Than Generic Programs?*

## Check out the live trainings hosted by the E&O Team!

- Every Friday, 12 PM – 1 PM
- [Join via Zoom](#). No registration required.
- Presentations and recordings are posted on the [E&O website](#).

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# Resources



## Websites

- **NYRx Benefit Transition:** Information regarding the transition of the pharmacy benefit from Managed Care to NYRx [https://www.health.ny.gov/health\\_care/medicaid/redesign/mrt2/pharmacy\\_transition](https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition)
- **Member Website:** NYRx information and tools for Medicaid members <https://member.emedny.org>
- **Health Commerce System (HCS):** Notices to pharmacies are posted on the HCS, which is a shared resource for all NYS healthcare providers, public health employees, and partner agencies. <https://commerce.health.state.ny.us>
- **DOH Medicaid Update:** [https://www.health.ny.gov/health\\_care/medicaid/program/update/main.htm](https://www.health.ny.gov/health_care/medicaid/program/update/main.htm)
- **eMedNY Provider Training:** <https://www.emedny.org/training/index.aspx>

## Email and Listservs

- [NYRx@health.ny.gov](mailto:NYRx@health.ny.gov) -- Please include **Pharmacy Benefit Transition** in the subject line.
- **Medicaid Redesign Team (MRT) Listserv** [https://health.ny.gov/health\\_care/medicaid/redesign/listserv.htm](https://health.ny.gov/health_care/medicaid/redesign/listserv.htm)
- **Magellan Listserv** <https://newyork.fhsc.com/providers/notify.asp>
- **eMedNY Listserv** [https://www.emedny.org/Listserv/eMedNY\\_Email\\_Alert\\_System.aspx](https://www.emedny.org/Listserv/eMedNY_Email_Alert_System.aspx)

# Questions?

Please submit your questions in Slido.

Please go to [www.slido.com](http://www.slido.com) or scan the QR code.

- **Event code: nyrx062123**
- Name and Email: Please enter your contact information so that we can follow up about your question after the webinar.
- Click “Add label” to categorize your question. This is helpful for organization and efficiency.

*Thank you for being patient while we review your questions. Visit the transition website for [Frequently Asked Questions](#).*



➔ Add label

- Benefits/Coverage (Drugs)
- Benefits/Coverage (Supplies)
- General
- Managed Care
- Member Impact
- PA and Billing Process
- Provider Enrollment