



Department
of Health

Transition of Pharmacy Benefit from Managed Care to NYRx

All Stakeholders: Implementation Update

February 21, 2023

Overview

- Information for Members
- Information for Providers
- Resources and Updates
- Q&A

February 21, 2023

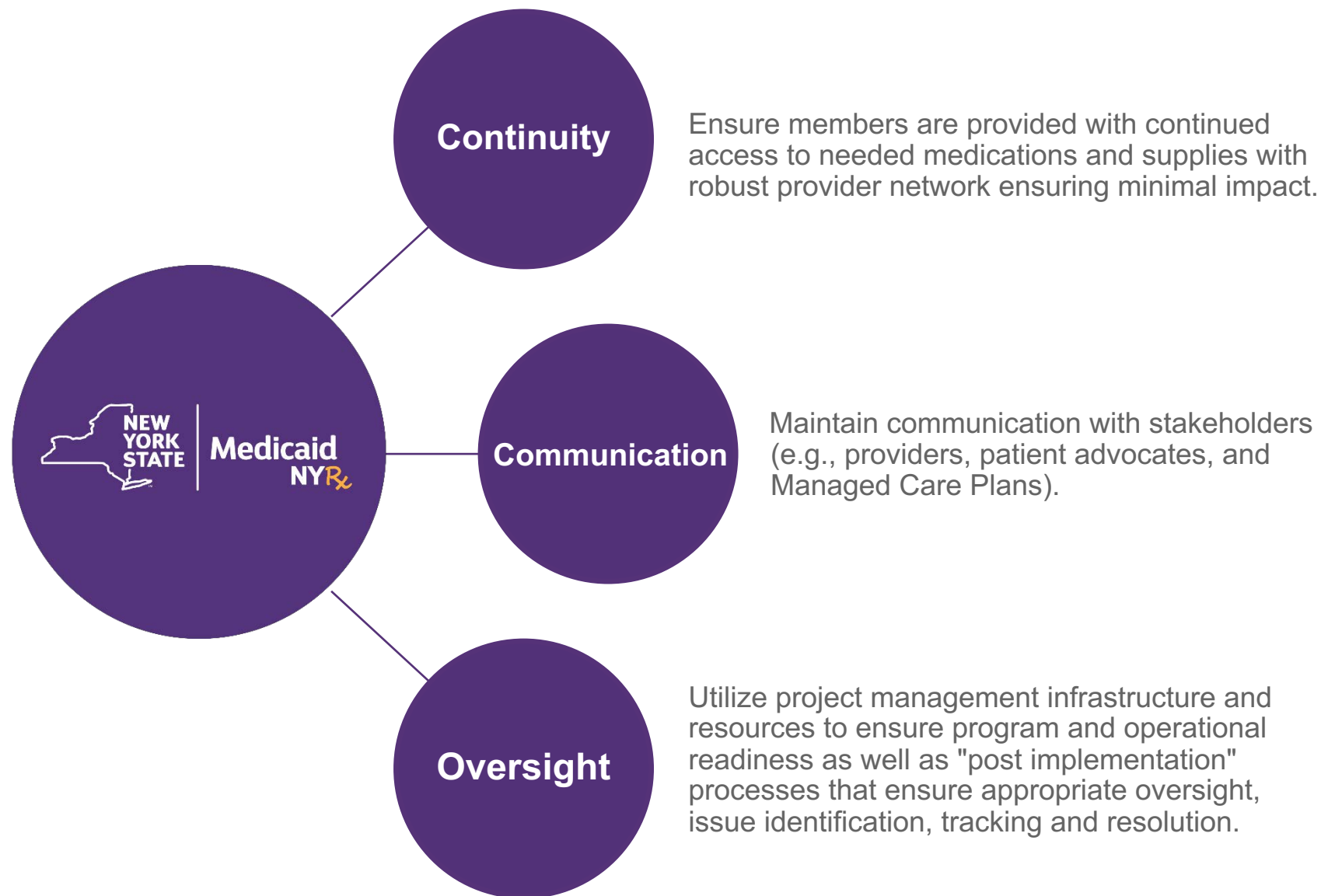


Transition Overview

- Beginning April 1, 2023, Medicaid members enrolled in mainstream Managed Care (MC) plans, Health and Recovery Plans (HARPs), and HIV-Special Needs (SNPs) will receive their pharmacy benefits through the Medicaid Fee for Service (FFS) Pharmacy Program.
- The transition will 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 will not change the scope of benefits (e.g., copayments and covered drugs) of the existing Medicaid Pharmacy Benefit.

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Transition Guiding Principles



Members

February 21, 2023



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 to see if your pharmacy does.
- Most drugs and supplies, including diabetic test strips, are covered by NYRx. Check 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.

You can also scan the QR code below

Member Fact Sheet

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.



[Available on the transition and member websites](#)



Reminder: Notices to Members

Notice Title	Purpose	Distribution
Member Notice of Change	Notify members of change in plan benefit and transition of pharmacy and durable medical equipment (DME) benefits to FFS.	Jan. 30 – Feb. 24, 2023
Member Notice of Change for Dual Eligible	Notify Integrated Benefit (IB) dual eligible and Medicare dual eligible members that certain prescription vitamins and over the counter (OTC) drugs will be covered by NYS Medicaid FFS.	Feb. 27 – Mar. 3, 2023
Targeted Member Notices: Non-Enrolled Providers (Pharmacy, DME Supplier, Prescriber, and Specialty Practitioner)	Notify members about providers they are using that are not enrolled in FFS and provide guidance on transferring to enrolled providers.	Feb. 27 – Mar. 3, 2023
Targeted Member Notice of Recipient Restriction	Notify members with restrictions imposed by the Office of the Medicaid Inspector General (OMIG) about the carryover of restriction lift/end dates to NYS Medicaid FFS.	Feb. 27 – Mar. 10, 2023
Targeted Member Notice: Transition Fill	Notify members with prescriptions for non-preferred products about the transition fill period April 1 – June 30, 2023.	Starting Mar. 15, 2023

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NYRx Helpline for Members



Phone: (855) 648-1909

TTY: (800) 662-1220

Hours: Monday - Friday 8AM - 8PM. Saturday 9AM - 1PM

Website: member.emedny.org

Members and their caretakers can contact the NYRx helpline if they have questions about their Medicaid pharmacy coverage.

Language assistance is available.

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Search for a Pharmacy or Medical Equipment Supplier

Find what you are looking for where you need it



Member Dashboard

Pharmacy Members

Benefits and Coverage

Covered Medical Supplies

Search and Tools

Pharmacy & Medical Equipment

OTC and Prescription Drugs



Drugs and medical supplies may be available at a pharmacy. Additionally, medical supplies are available at a DME Supplier.

Use the search tool to locate a pharmacy or DME supplier near you that takes Medicaid Fee for Service:

1. **Name (optional):** Provide at least the first three letters of the pharmacy or supplier's name. For example, enter "Wal" to search for pharmacies including Walgreens and Walmart
2. **Select Service:** Select the type of service location (Pharmacy, Medical Equipment Supplier & Dealer, or All)
3. **Select County OR Zip Code and Within:** Select either a county or enter a zip code and select a distance range within miles

You may need to use the +/- buttons to see all results on the map. If you do not find the name of your pharmacy or supplier in the search results, try a broader search by leaving the name field blank. If you are searching by zip code, you may need to adjust the distance range.

Please note: Not all pharmacy names will be an exact match

Example: Market 32 or Price Chopper may fall under the name Golub Corporation. If the pharmacy name in the list is not an exact match, check if the address matches the pharmacy you are looking for.

Demonstration of Member Tools
member.emedny.org

Providers

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MEDICAID PHARMACY BENEFITS EFFECTIVE APRIL 1, 2023

Beginning April 1, 2023, New York Medicaid members enrolled in mainstream managed care (MC) plans, Health and Recovery Plans (HARPs) and HIV-Special Needs Plans (SNPs) will receive their pharmacy benefits through NYRx, the New York Medicaid Fee-For-Service (FFS) Pharmacy Program.

Pharmacies should follow NYRx policies and procedures when servicing Medicaid members.

MEMBER IDENTIFICATION

A Medicaid member's client identification number (CIN) can be found on their managed care plan card or their NYS benefit card, also known as the common benefit identification card (CBIC). In some cases, the CIN may be embedded in the member's Medicaid MC Plan ID Number.

The CIN is always in the format of 2 letters, 5 numbers, and 1 letter, e.g., AB12345C.

CHECKING MEMBER ELIGIBILITY

Pharmacies can check a member's Medicaid eligibility status through any of the following methods:

Method	Summary
E1 Transaction	Instructions for E1 transactions begin on page 10 of the NCPDP D.0 Standard Companion Guide .
ePACES	Providers must have an ePACES account and the member's CIN to check their eligibility status. If the CIN is not available, providers must have the member's: <ul style="list-style-type: none"> • First Name and Last Name • Date of Birth • Social Security Number (SSN) • Gender
Telephone Verification System (MEVS) 1-800-997-1111	Providers must have the following information: <ul style="list-style-type: none"> • Member's CIN • Provider's National Provider Identifier (NPI) or Medicaid Management Information System (MMIS) Number • Ordering Provider's NPI (if applicable) MEVS Quick Reference Guide

IMPORTANT DATES

April 1, 2023

Effective date of the pharmacy benefit transition from managed care to NYRx

April 1 – June 30, 2023

Transition period when members may receive a one-time, temporary fill for up to a 30-day day supply of a non-preferred drug that would normally require prior authorization under NYRx

NEED HELP WITH MEDICAID ELIGIBILITY AND BILLING?

Contact the eMedNY call center at 1-800-343-9000.

Mon - Fri 7 AM - 10 PM
Sat - Sun 8:30 AM - 5:30 PM

Visit www.emedny.org for Medicaid policy manuals and reference guides for ePACES and MEVs.

Pharmacy Quick Reference Guide and Checklist

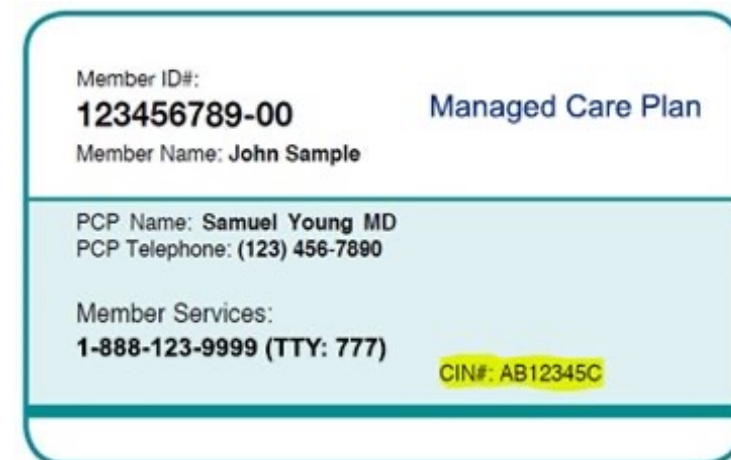
- Essential information and proactive tasks for pharmacies to ensure readiness for April 1
- Available on the transition website
 - [Quick Reference Guide](#)
 - [Checklist](#)
- Both resources will also be included in a notice to pharmacies that will be distributed via the Health Commerce System in March.

Accessing NYRx Benefits

Beginning April 1, 2023, a member can show the pharmacy their:

- Managed Care Health Plan Card*
- OR
- NYS Benefit Card
also known as the Common Benefit Identification Card (CBIC)

Each card contains the member's unique **Client Identification Number (CIN)** which providers use to check eligibility and submit claims to Medicaid.



*Visit <https://mmcdruginformation.nysdoh.suny.edu/> for information about the Managed Care Plans.

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Reminder: Notices to Providers

Notice Title	Purpose	Distribution
Targeted Provider Notices: Non-Enrolled Providers (Pharmacy, DME Supplier, and Prescriber)	Notify managed care providers that they must enroll with NYS Medicaid FFS to continue serving members.	Feb. 27 – Mar. 17, 2023
Custom Prescriber Notifications: Transition Fill for Non-Preferred Products (Drugs and Diabetic Supplies)	Notify prescribers who have patients with prescriptions for non-preferred products about the transition fill period April 1 – June 30, 2023	March 7 – 21, 2023
Targeted Pharmacy Notification High Volume BLTG	Notify pharmacy providers about the Brand Less Than Generic (BLTG) Program and the point of service message when submitting claims for the generic version of a drug in BLTG.	March 7 – 21, 2023
General Prescriber and Pharmacy Notifications	Notify prescribers and pharmacy providers about the transition and include information about the Preferred Drug and Preferred Diabetic Supply Programs.	March 2023

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Medicaid Helplines for Providers

eMedNY Call Center	Magellan Clinical Call Center
<p>Phone: (800) 343-9000 Monday - Friday 7AM - 10PM Saturday - Sunday 8:30AM - 5:30PM</p> <p>Website: emedny.org</p> <p>Providers can contact eMedNY for assistance with Medicaid enrollment, billing, and ePACES.</p>	<p>Phone: (877) 309-9493 Daily 24 hours</p> <p>Website: newyork.fhsc.com</p> <p>Providers can contact Magellan for assistance with prior authorizations, clinical concerns, and NYRx programs, including the Preferred Drug and Preferred Diabetic Supply Programs.</p>

The screenshot shows the eMedNY website's 'Provider Training' section. At the top, there is a navigation menu with links for 'What's New', 'Information', 'Provider Enrollment', 'Provider Manuals', 'Provider Outreach and Training' (highlighted), 'Contacts', 'eMedNY HIPAA Support', 'eMedNY Tools Center', and 'PTAR'. A search bar is also present. Below the navigation, the 'Provider Training' heading is followed by a brief instruction on how to use the calendar. A 'FILTER DISPLAY' section allows users to select between 'ALL SESSIONS', 'WEBINARS', and 'SEMINARS'. A legend indicates that orange squares represent seminars and blue squares represent webinars. A 'Views' section shows a calendar icon selected. The main content is a calendar for March 2023 with the following sessions:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
		1 ePACES for Private Duty Nursing 9:30 AM - 11:30 AM REGISTER	2 New Provider / New Biller 9:30 AM - 12:30 PM REGISTER	3 PHARMACY New Provider / New Biller 10:00 AM - 12:00 PM REGISTER
6	7 Provider Enrollment Portal - Practitioner 9:30 AM - 11:00 AM REGISTER	8 ePACES for Dental 10:30 AM - 12:30 PM REGISTER	9 ePACES Dispensing Validation System (DVS) for DME 10:30 AM - 12:00 PM REGISTER	10

Additional features include 'Featured Links' for Training Videos, Resources, About Us, and Request Training, and a 'Webinar Information' section stating that users will receive an email confirmation for webinars.

eMedNY Resources

Trainings include:

- Provider enrollment
- New provider / new biller
- ePACES
- Medicaid Eligibility Verification System (MEVS)
- Enteral prior authorization web portal – Registrations now open for 2/23, 2/24, 3/15, and 3/20 webinars.
- New pharmacy providers – Registrations now open for 3/3, 4/4, and 4/17 webinars.

www.emedny.org/training/index.aspx

Resources and Updates

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NYRx Education and Outreach



In addition to the existing Medicaid helplines for members and providers, there will be a dedicated team led by Magellan serving as a liaison between the managed care plans and NYSDOH to support care coordination.

This framework will assist NYSDOH and its contractors with:

- Ensuring members receive their medications in a timely manner
- Supporting special member populations
- Facilitating intervention for medically complex cases
- Providing detailed review of NYRx drug coverage, prior approval requirements, and NYRx enrolled pharmacies
- Sharing details on claims criteria
- Coordinating assistance for pharmacies with claims processing

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A black spotlight on a tripod stands on the left side of the slide, with a beam of light shining from its lens towards the right, illuminating the text.

Spotlight FAQ 077

Section: Scope of Benefits

What Durable Medical Equipment (DME) products are not included in the pharmacy transition effective April 1, 2023?

Durable Medical Equipment, Prosthetics, Orthotics, and Supplies not found within the [Pharmacy Procedures and Supplies Manual](#) are not subject to the transition and will **remain the responsibility of the Managed Care Plans (MCPs)**. For more information, refer to Appendix A of the [Pharmacy Transition Scope of Benefits](#).

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

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Spotlight FAQ 059

Section: Scope of Benefits

Can NYS DOH please explain how diabetic supplies will be impacted after the transition of the Medicaid pharmacy benefit to the Medicaid NYRx Pharmacy program is complete specifically related to the following:

Will NYS DOH be using NDC or HCPCS codes for Insulin Pumps (including external ambulatory infusion pumps), Insulin Pump Supplies and Integrated Continuous Glucose Monitoring (CGM)?

How will insulin pumps, pump supplies and integrated CGM be authorized? Will NYS DOH review each submitted request?

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

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(FAQ 059 continued)

Diabetic supplies found on the NYS Medicaid Preferred Diabetic Supply Program (PDSP) List should be billed via an NDC. If the product is not on the [PDSP list](#), then it should be billed via a HCPCS code. Further clarity is provided below:

1. Disposable insulin pumps should be billed via an NDC as a pharmacy claim to FFS.
2. Insulin pump supplies should be billed via a HCPCS code as either a pharmacy claim or medical claim to FFS.
3. Preferred CGMs should be billed via an NDC as a pharmacy claim to FFS.
4. Non-preferred CGMs should be billed via a HCPCS code as a medical claim to FFS.
5. Non-disposable insulin pumps and integrated CGM/insulin pumps (i.e. external ambulatory infusion pumps, insulin) remain the responsibility of the Managed Care Plans (MCPs) as defined within the Pharmacy Scope of Benefits.

CGMs and disposable insulin pumps will be authorized if they meet program criteria. Products that do not meet program criteria will be manually reviewed. For more information please refer to the following resources:

- [Changes for Approval of Continuous Glucose Monitoring and Insulin pumps for Individuals with Type 1 Diabetes](#)
- [Reimbursement of Continuous Glucose Monitoring for Individuals with Type 1 Diabetes](#)

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

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 149' and 'Section: Scope of Benefits'.

Spotlight FAQ 149

Section: Scope of Benefits

Will Physician Administered Drugs administered in a home health setting be billed as a pharmacy benefit?

Physician administered drugs not included on the List of Reimbursable drugs will be reimbursed using the medical benefit irrespective of location of administration. Please see the [Provider Manual](#) for NYRx members and refer to the Managed Care Plan for their processes for Managed Care enrollees. More information can also be found in FAQ 031 and FAQ 048.

The Department continues to evaluate the potential additions of more physician administered drugs on the pharmacy outpatient formulary. For the most updated information, please refer to the [NYRx Formulary File](#).

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

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Now Available: Medicaid Update NYRx Special Edition Part Two

- Where to find a member's Client Identification Number (CIN) on their Medicaid Managed Care plan ID card
- Enrollment information for providers, including prescribers, pharmacies, DMEPOS providers, and physician dispensers
- Reminders about transition fills, prescription limits, over the counter drugs, and practitioner administered drugs
- Copy of the Member Fact Sheet

Medicaid Update, Volume 39, Number 1, January 2023

https://www.health.ny.gov/health_care/medicaid/program/update/2023/docs/mu_no1_jan23_speced.pdf

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NEW YORK STATE Department of Health

January 2023
Volume 39 | Number 1

Medicaid Update SPECIAL EDITION

PART TWO

Inside this issue:

- NYRx Pharmacy Benefit Transition
- Information for Pharmacies
- Information for All Providers (Including Pharmacies)
- Provider Enrollment
- Appendix A: Resources
- Appendix B: Member Fact Sheet

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

Key Deliverables and Timeline Updates

Deliverable(s)	Target Date	
Complete Work Plan and Establish State Transition Team	June 2022	✓
Recurring Workgroup Calls with Health Plans about Transition begin	June 2022	✓
Finalize NYS DOH/Managed Care Plan Roles	June 2022	✓
Finalize NYS DOH/Managed Care Plan Scope of Benefits and Transition & Communications Timeline	July 2022	✓
NYS DOH Website Go-Live	July 2022	✓
Recurring All Stakeholders meetings begin	August 2022	✓
Transition Analysis Conducted (e.g., Formulary, DME, OTC Comparisons), Changes Made To Smooth Transition and Transition Strategy Finalized	August 2022	✓

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Key Deliverables and Timeline Updates

Deliverable(s)	Target Date
Initial Special Edition Medicaid Update Published	November 2022 ✓
Second Special Edition Medicaid Update Published	February 2023 ✓
Member Notice of Change and Non-Enrolled Provider Notifications Sent	February 2023 ✓
Systems Stress Testing	February 2023
Third Special Edition Medicaid Update Published	March 2023
Make Required Changes to Common Benefit Identification Card (CBIC) Carrier or Notice	April 2023
Go Live	April 1, 2023

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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
- **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

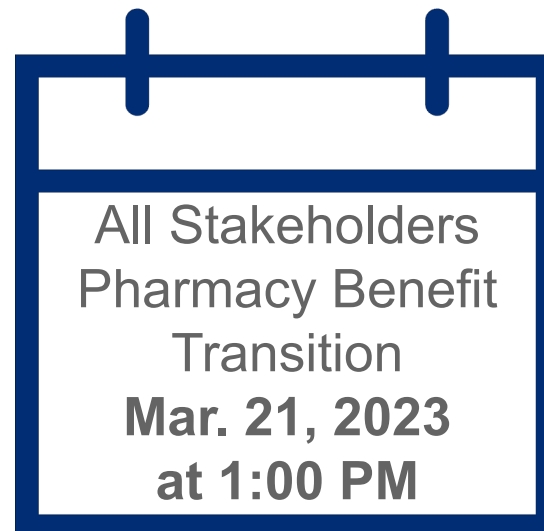
Email and Listservs

- 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
- **Magellan Listserv** <https://newyork.fhsc.com/providers/notify.asp>
- **eMedNY Listserv** https://www.emedny.org/Listserv/eMedNY_Email_Alert_System.aspx

Next All Stakeholders Meeting: Mar. 21, 2023

The Slido form and Webex registration for the March 21 All Stakeholders Meeting will be sent via the [MRT Listserv](#) and posted on the [transition website](#).

- March 10 – Announcement with Webex and Slido information
- March 17 – Deadline to submit questions in Slido ahead of the meeting
- March 21 – At the end of the presentation, the NYRx team will answer questions received in Slido.



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Questions?

Please submit your questions in Slido.

Please go to www.slido.com or scan the QR code.

- **Event code: nyrx022123**
- 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