



Department  
of Health

Medicaid NYRx

## **NYRx, the Medicaid Pharmacy Program**

### **User Guide for Member Tools**

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### About This Guide

This guide provides information about how to use the search tools on [member.emedny.org](https://member.emedny.org). You can use these tools to:

- Find pharmacies and medical equipment suppliers that are enrolled in New York Medicaid Fee-For-Service and take NYRx, the Medicaid Pharmacy Program.
- Check if an over the counter (OTC) or prescription drug is covered by NYRx.
- Check if an OTC or prescription drug may require prior approval (also known as prior authorization).

### Search for a Pharmacy or Medical Equipment Supplier

Full link: <https://member.emedny.org/pharmacy/search-locations>

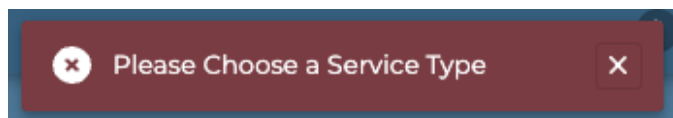
You can use this tool to find a pharmacy or medical equipment supplier that takes NYRx. The tool can search for locations within and outside of New York State.

#### Instructions for Search Fields

A horizontal row of five search input fields. From left to right: a text input field labeled 'Name', a dropdown menu labeled 'Select Service...', a dropdown menu labeled 'Select a County...', a text input field labeled 'Zip', and a dropdown menu labeled 'Within...'. The fields are contained within a light gray border.

1. **Name** (optional): If you want to search by a pharmacy or supplier’s name, you must enter at least the first three letters of the company’s name. You can also leave the name field blank, so the tool does a wider search.
2. **Select Service** (required): You must select the type of service -- either Pharmacy, Medical Equipment Supplier & Dealer, or All Services (for both pharmacies and suppliers).
3. **Select a County OR Zip Code and Within** (required): You must select a county from the list OR enter a zip code and select a distance range within miles. The tool will not allow you to select both a county and zip code.

Make sure to complete all the required fields before clicking the search button. If you do not complete them, you will receive an error message at the top right telling you what to fix. For example, if you do not select a service type, you will receive a message saying: “Please choose a service type.”



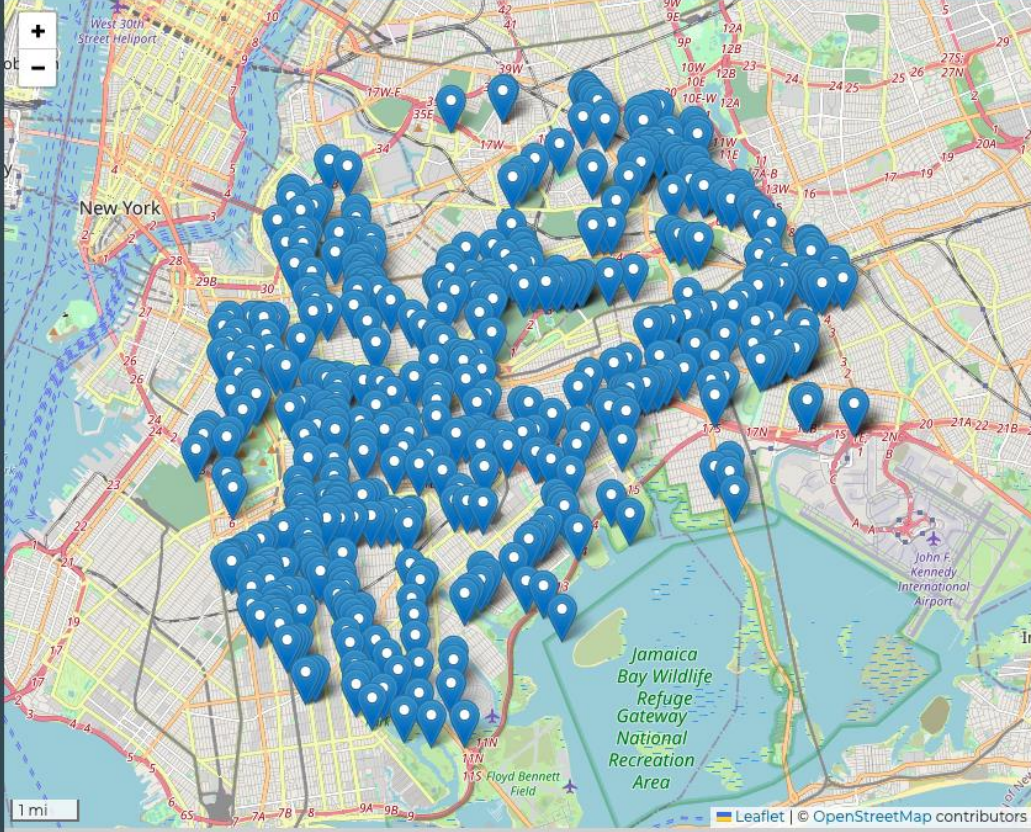
## User Guide for Member Tools

### Example: Search by Zip Code

In this example, a search is done with the name field blank. Only the service type (pharmacy), zip code (11207), and distance range (within 5 miles) are completed.

Name  Pharmacy  Select a County...  11207  5 miles

Based on this information, the tool looks for all pharmacies within 5 miles of the zip code 11207 that take NYRx. The search results are shown on a map and in a list with the address and phone number for each location. If you click on a pharmacy listed on the right, its location will be highlighted on the map.



**GRANDBROOK PHARMACY INC (0.11 mi)**  
(PHARMACY)  
642 SUTTER AVE  
BROOKLYN, NY  
Phone: (718) 484-8690

**DAAZIN INC (0.24 mi)**  
(PHARMACY)  
567 SUTTER AVE  
BROOKLYN, NY  
Phone: (718) 484-9844

**UMAMAH PITKIN PHARMACY INC (0.27 mi)**  
(PHARMACY)  
2231 PITKIN AVE  
BROOKLYN, NY  
Phone: (718) 485-3724

**HEALTH ONE PHARMACY INC (0.32 mi)**  
(PHARMACY)  
119 PENNSYLVANIA AVE FL GROUND  
BROOKLYN, NY  
Phone: (718) 495-9015

**EXPANDRX INC (0.39 mi)**  
(PHARMACY)  
2610 ATLANTIC AVE  
BROOKLYN, NY  
Phone: (718) 400-9144

**LIVONIA PHARMACY INC (0.41 mi)**  
(PHARMACY)  
625A LIVONIA AVE  
BROOKLYN, NY  
Phone: (718) 484-8100

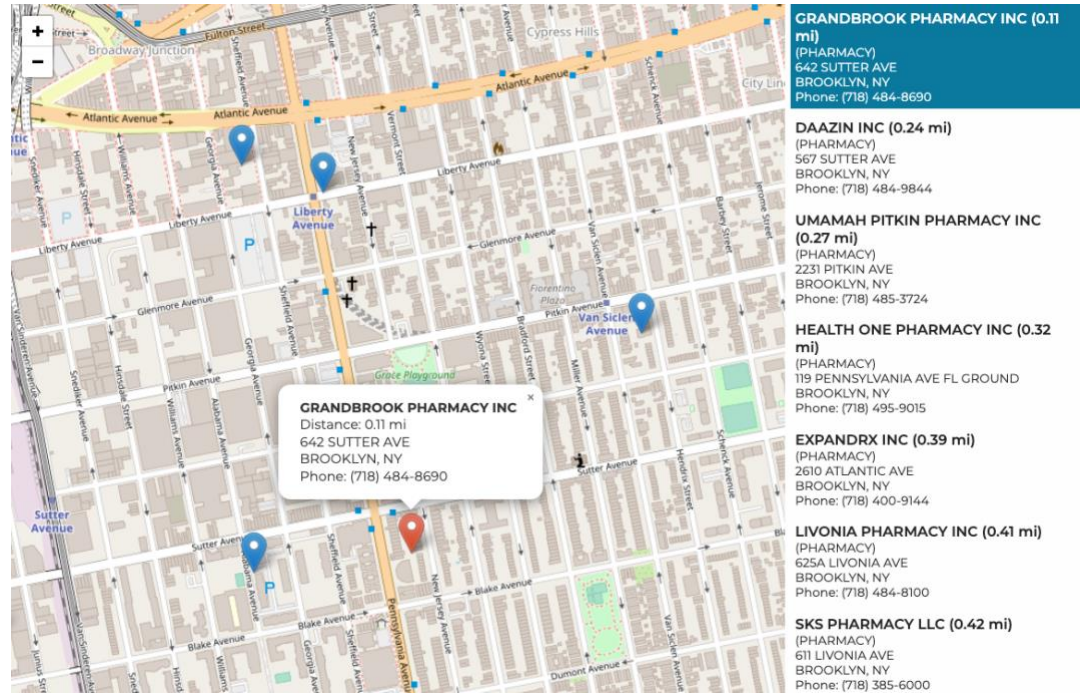
**SKS PHARMACY LLC (0.42 mi)**  
(PHARMACY)  
611 LIVONIA AVE  
BROOKLYN, NY

Name  Pharmacy  Select a County...  11207  5 miles



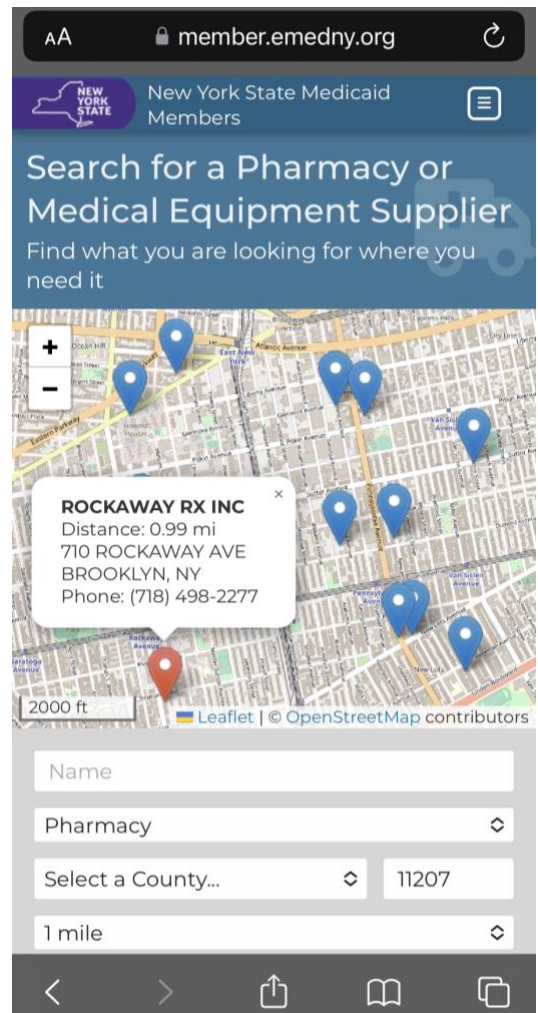
### Zoom In/Out

You can zoom in and out of the map's view by clicking the plus (+) and minus (-) buttons in the top left or scrolling the wheel of your mouse.



### Mobile Device View

Please note when accessing the pharmacy/supplier tool on a mobile device (such as a smartphone or tablet), the results of your search will only appear on a map. There won't be a list on the right as shown when accessing the tool in full view on your computer.

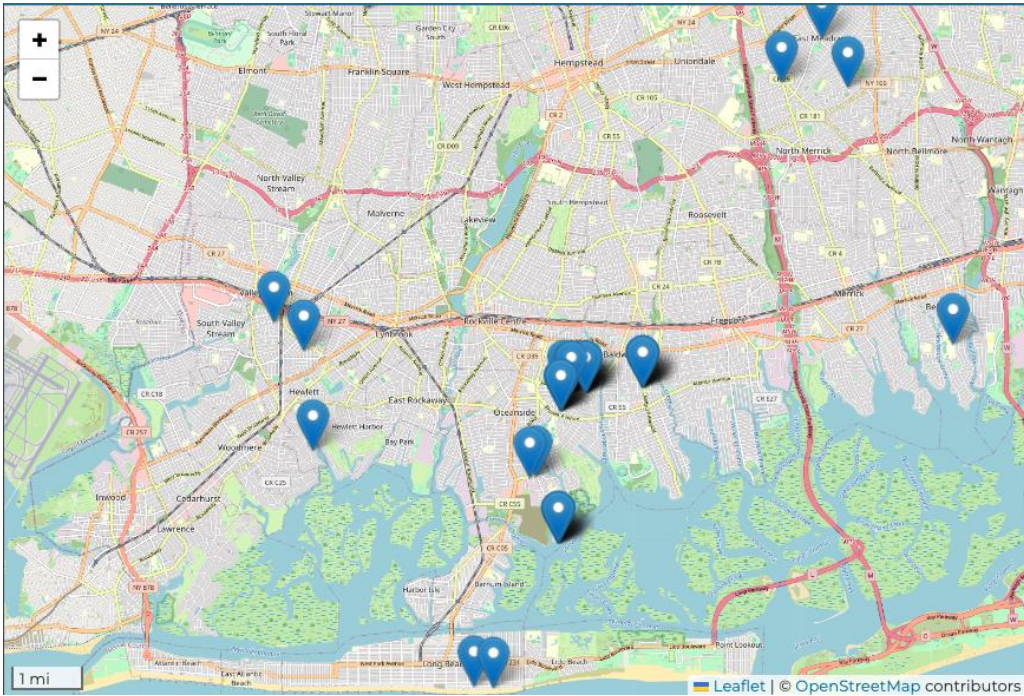


### Example: Search by Partial Name

In this example, a search is done for medical equipment suppliers in Nassau County that take NYRx. “Orth” is entered in the name field.

Orth      Medical Equipment Suppliers & Dealer      Nassau

Based on this information, the tool shows all suppliers in Nassau County that take NYRx and have “orth” in their name, such as Liberty Orthotics.



**HANGER PROSTHETIC & ORTHOTICS EAST**  
(MEDICAL EQUIPMENT SUPPLIERS & DEALER)  
5502 BRUSH HOLLOW RD  
WESTBURY, NY  
Phone: (516) 338-4466

**HANGER PROSTHETICS & ORTHOTICS EAST**  
(MEDICAL EQUIPMENT SUPPLIERS & DEALER)  
556 MERRICK RD STE LL2  
ROCKVILLE CENTRE, NY  
Phone: (516) 678-3650

**LIBERTY ORTHOTICS INC**  
(MEDICAL EQUIPMENT SUPPLIERS & DEALER)  
1201 2ND AVE  
NEW HYDE PARK, NY  
Phone: (516) 326-6786

**NBB ORTHOTICS INC**  
(MEDICAL EQUIPMENT SUPPLIERS & DEALER)  
3115 LONG BEACH RD STE 310  
OCEANSIDE, NY  
Phone: (516) 594-9066

**ORTHOCARE SUPPLIES INC**  
(MEDICAL EQUIPMENT SUPPLIERS & DEALER)  
2631 MERRICK RD STE 402B  
BELLMORE, NY



**Example: Search for Pharmacies and Suppliers Outside of New York**

The tool includes all pharmacies and suppliers enrolled in NYRx, whether or not they are located in New York State. You can search for pharmacies and suppliers located outside of New York that take NYRx by entering a zip code and distance range. For example, if you enter the zip code 07101 for Newark, New Jersey and a distance of 5 miles, the tool shows all pharmacies and suppliers within 5 miles that take NYRx.

**NEW JERSEY CVS PHARMACY LLC (1.39 mi)**  
 (PHARMACY AND MEDICAL EQUIPMENT SUPPLIERS & DEALER)  
 317 CENTRAL AVE  
 EAST ORANGE, NJ  
 Phone: (973) 678-7021

**AJIM INC (1.48 mi)**  
 (PHARMACY AND MEDICAL EQUIPMENT SUPPLIERS & DEALER)  
 405 CENTRAL AVE  
 EAST ORANGE, NJ  
 Phone: (973) 673-6800

**SIDDHI VINAYAK INC (1.75 mi)**  
 (PHARMACY)  
 90 BERGEN ST STE 1600  
 NEWARK, NJ  
 Phone: (973) 972-1960

**BALA GANAPATI INC (1.99 mi)**  
 (PHARMACY)  
 178-180 LYONS AVE  
 NEWARK, NJ  
 Phone: (973) 926-9701

**VAKRATUNDA INC (2.15 mi)**  
 (PHARMACY)  
 194 CLINTON AVE  
 NEWARK, NJ  
 Phone: (973) 273-1100

**NEW JERSEY CVS PHARMACY LLC (2.15 mi)**  
 (PHARMACY AND MEDICAL EQUIPMENT SUPPLIERS & DEALER)  
 453 VALLEY ST  
 MAPLEWOOD, NJ  
 Phone: (973) 763-0124

Search bar: Name | All Services | Select a County... | 07101 | 5 miles | Clear | Search

**Pharmacy Names**

Some pharmacy names in the search tool may be different from their storefront names. This may be due to how the pharmacy originally enrolled in NY Medicaid and/or changes to their ownership. Examples of pharmacy names that may appear differently in the tool include:

Pharmacy Name	Displayed in the Search Tool as
Hannaford	Martin's Foods of South Burlington, LLC
Kinney Drugs	KPH Healthcare Services, Inc.
Market 32 or Price Chopper	Golub Corporation
Rite Aid Pharmacy	Eckerd Corporation

If the pharmacy name in the tool is not an exact match of the storefront name, check if the address matches the pharmacy you are trying to find.

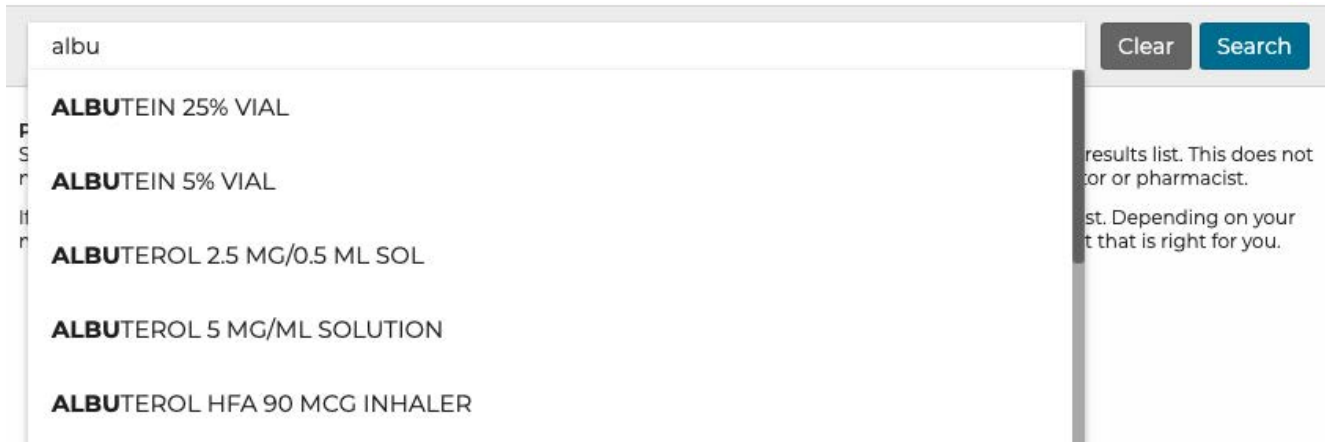
**Note:** NY Medicaid and its contractors continue to update the search tool. In a future update, the tool will show pharmacies' storefront names.

## Search for OTC and Prescription Drugs

Full link: <https://member.emedny.org/pharmacy/search-drugs>

You can use this tool to check if an over the counter (OTC) or prescription drug is covered by NYRx. The tool also shows if a drug may require prior authorization. **If the drug is found in the tool, that means it is covered by NYRx.**

**Instructions:** Enter the full name or partial name of the drug. You must enter at least 4 letters. As you type, the tool will look for drug names with those letters. You can select a drug from the list of suggestions or click the search button to see all results.



The tool shows 5 drugs at a time, so make sure to use the arrow buttons in the top right to look at all the drugs found. **If the drug is found in the tool, that means it is covered by NYRx.**

The screenshot shows the search results table. At the top, there is a search input field with 'albu', 'Clear', and 'Search' buttons. To the right of the search bar is a pagination control showing '1 - 5 of 21' with left and right arrow buttons. The table has five columns: 'Product Name', 'Generic Name', 'Item Type', 'Description', and 'Prior Approval'. The table contains five rows of drug information.

Product Name	Generic Name	Item Type	Description	Prior Approval
ALBUTEIN 25% VIAL	ALBUMIN HUMAN	Prescription	Brand	PA not required
ALBUTEIN 5% VIAL	ALBUMIN HUMAN	Prescription	Brand	PA not required
ALBUTEROL 2.5 MG/0.5 ML SOL	ALBUTEROL SULFATE	Prescription	Brand	PA not required
ALBUTEROL 5 MG/ML SOLUTION	ALBUTEROL SULFATE	Prescription	Generic	PA not required
ALBUTEROL HFA 90 MCG INHALER	ALBUTEROL SULFATE	Prescription	Generic	PA required / may be required

Some drugs ordered and given by your doctor (that is, physician administered drugs), might not show in the tool. This does not necessarily mean the drug is not covered by NYRx. **If you cannot find a drug in the tool or you are not sure if it is covered by NYRx, please ask your doctor or pharmacist for help.**



### Drug Information

The tool gives the following information about each drug:

Product Name	Generic Name	Item Type	Description	Prior Approval
Drug name and dose	Generic name of the drug	If the drug is OTC or prescription	If the drug is a generic or brand name	If prior approval (PA) for the drug may be required

### Prior Approval (PA)

**If the tool says “PA required / may be required” for a drug, please contact your doctor or pharmacist.** Depending on your medical history, they can help you get a PA for that drug or find another drug on the NYRx Preferred Drug List that is right for you.

## Questions?

### Members

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#### **NYRx Medicaid Helpline**

**1-855-648-1909**

1-800-662-1220 for teletype (TTY) users

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

Members and their caretakers can contact the NYRx helpline if they have questions about their Medicaid pharmacy benefits. Language assistance is available.

### Providers

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#### **eMedNY Call Center**

**1-800-343-9000**

Hours: Monday - Friday 7 AM – 10 PM. Saturday - Sunday 8:30 AM - 5:30 PM

Website: [emedny.org](http://emedny.org)

Providers can contact eMedNY for assistance with Medicaid enrollment, billing, and ePACES.

#### **Magellan Clinical Call Center**

**1-877-309-9493**

Hours: Daily, 24 hours

Website: [newyork.fhsc.com](http://newyork.fhsc.com)

Providers can contact Magellan for assistance with prior authorizations, clinical concerns, and NYRx programs, including the Preferred Drug and Preferred Diabetic Supply Programs. To obtain a prior authorization, providers should call 1-877-309-3493 or fax the appropriate [prior authorization form](#) to 1-800-268-2990.

#### **NYRx, the Medicaid Pharmacy Program**

Website: [health.ny.gov/NYRx](http://health.ny.gov/NYRx)

Email: [NYRx@health.ny.gov](mailto:NYRx@health.ny.gov)

Providers can contact NYRx if they have questions about Medicaid pharmacy policies.