



Department
of Health

Transition of Pharmacy Benefit from Managed Care to NYRx

All Stakeholders: Implementation Update

December 20, 2022

Overview

- Member Notice of Change
- Operational Readiness
- Resources and Updates
- Q&A

December 20, 2022

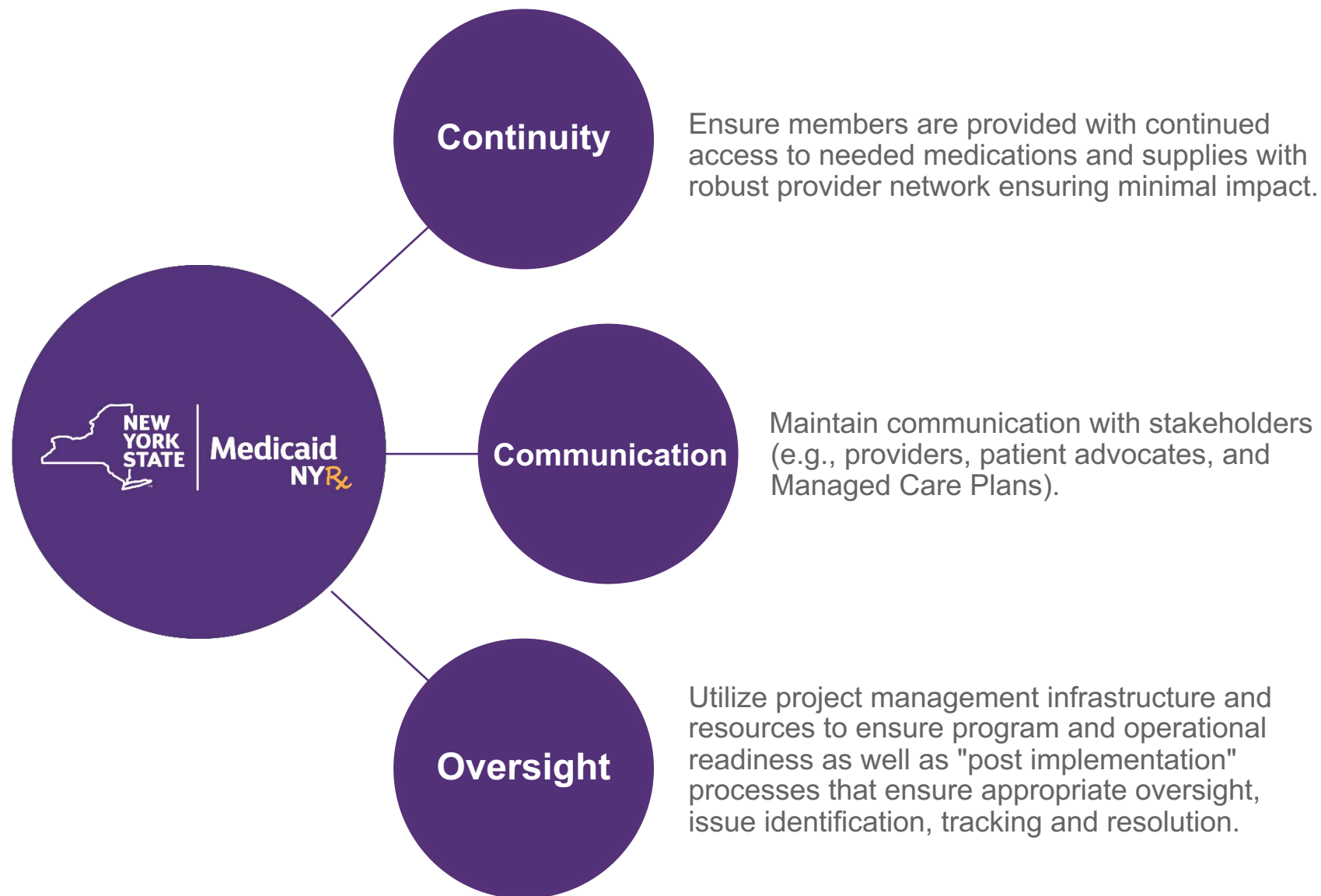


Transition Overview

- 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



Member Notice of Change

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Letters to Members

Beginning February 2023, members will receive letters in the mail from their managed care plans informing them about the pharmacy benefit transition to NYRx effective April 1, 2023.

The letters include information about:

- Member ID card to show the pharmacy (either NYS benefit card or managed care plan card)
- NYRx coverage of drugs and supplies
- April 1 – June 30, 2023 transition period for one-time fill of non-preferred products without prior authorization
- Resources, including the Medicaid Helpline and eMedNY member website



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Member Letter Template

A copy of the member letter template will be posted online, including the eMedNY Member Tools website and the Medicaid Consumers page of the pharmacy transition website.

Medicaid Pharmacy

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For Medicaid Consumers

What You Need to Know About Getting Your Prescription Drugs through Medicaid

Your pharmacy benefit is the part of your health insurance through Medicaid that helps you pay for your prescription drugs and supplies. Some Medicaid consumers are enrolled in a Medicaid Fee for Service (FFS) Pharmacy Program, which means New York State pays pharmacies directly for your medicine. Other Medicaid consumers access their pharmacy benefits through a health plan, in Managed Care (MC) rather than FFS. In this case, New York State pays your health plan rather than the pharmacy.

Beginning April 1, 2023, all Mainstream MC Medicaid consumers will get their drugs through the NY Medicaid Pharmacy Program (Medicaid FFS). This applies to consumers enrolled in MC plans, Health and Recovery Plans (HARPs) and HIV-Special Needs Plans (HIV-SNPs). Managed Long-Term Care plans (e.g., PACE, MAP, MLTC) and the Essential Plan are not included.

For all Medicaid consumers affected by this change, our goal is to make this transition as seamless as possible by providing you the information and resources you may need in preparation of the move to the NY Medicaid Pharmacy Program (FFS).

- [Understanding the Move from Managed Care to FFS: History and Objectives](#)
- [Frequently Asked Questions \(FAQ\)](#)
- [Covered Drugs, Preferred Drugs and Covered Supplies in Medicaid FFS](#)
- [Pharmacies that take Medicaid FFS](#)

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

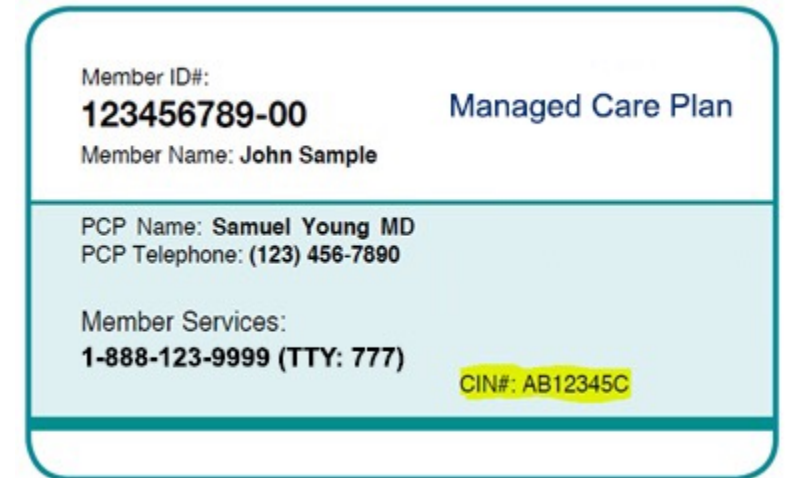
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Accessing NYRx Benefits

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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Checking Member Eligibility

Method	Summary
E1 Transaction	<p>Instructions for E1 transactions begin on page 10 of the NCPDP D.0 Standard Companion Guide www.emedny.org/HIPAA/5010/transactions/NCPDP_D.0_Companion_Guide.pdf</p>
<p>ePACES</p> <p>epaces.emedny.org</p>	<p>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:</p> <ul style="list-style-type: none"> • First Name and Last Name • Date of Birth • Social Security Number (SSN) • Gender
<p>Telephone Verification System (MEVS)</p> <p>1-800-997-1111</p>	<p>Providers must have the following information:</p> <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) <p>MEVS Quick Reference Guide www.emedny.org/ProviderManuals/5010/MEVS%20Quick%20Reference%20Guides/5010_MEVS_Telphone_Quick_Reference_Guide.pdf</p>

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Operational Readiness

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Roles & Responsibilities

DOH (OHIP)

- Program Administration
- Financial Management
- Contract Management
- Drug Utilization Review (DUR) Program and Board Oversight
- Policy Development and Maintenance
- Rebate Administration
- Pharmacy Enrollment and Reimbursement
- Data Access/Sharing
- Fraud, Waste, and Abuse

FFS Pharmacy Contractors

Established Contractors: CMA, DiRAD, GDIT/Kepro, Magellan Rx, Maximus, SUNY

- Program Administration
- Enteral Product Prior Authorization
- Drug Utilization Review
- Rebate Administration
- Provider Enrollment
- Data Access/Sharing

Managed Care Plans

- Care Coordination
- Clinical Management
- DUR Program and Board Oversight
- Fraud, Waste, and Abuse

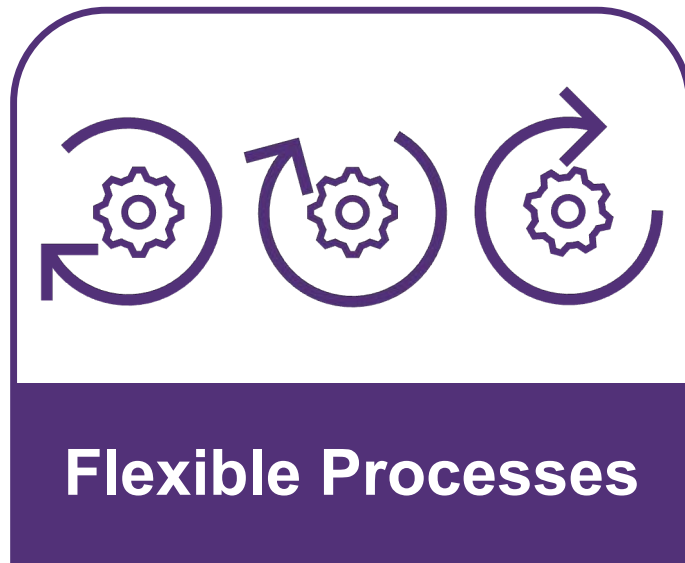
More details are available on the transition website:

https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/docs/rx_carve_out_roles.pdf

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Preparations for April 1, 2023

NYSDOH and Medicaid contractors continue to adjust and strengthen their existing systems and resources to support over 7 million members.



Flexible Processes



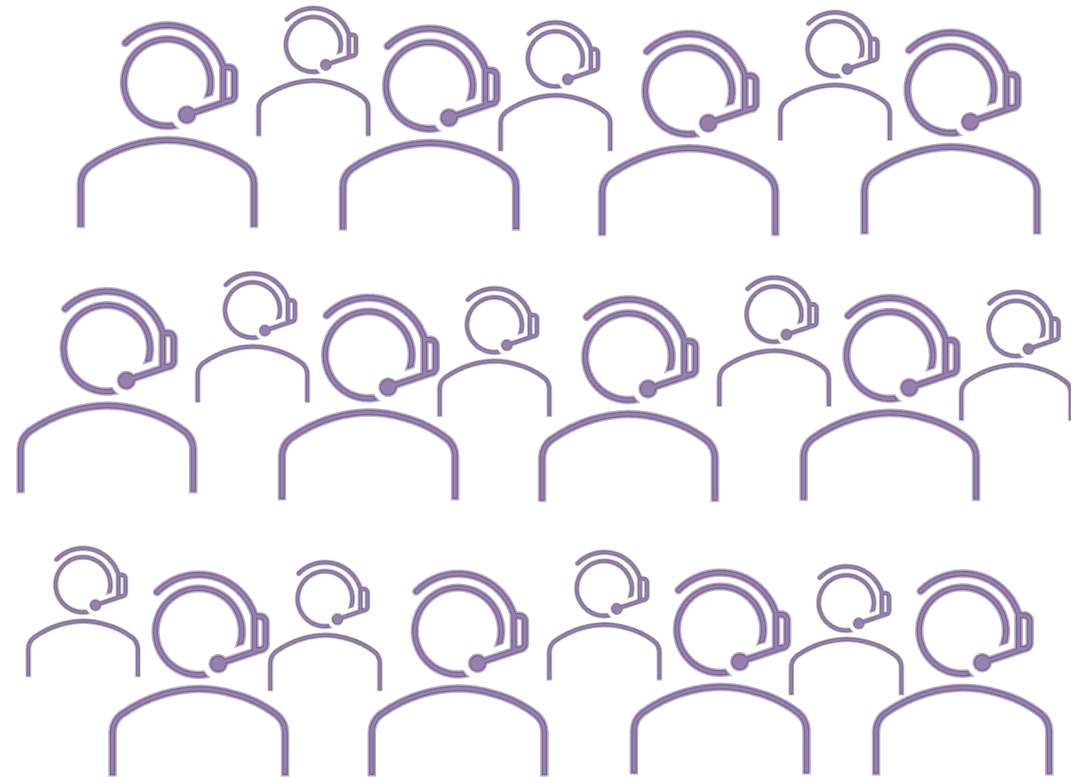
NYSDOH and its contractors have implemented processes that are flexible, and they are equipped to proactively respond to events affected by the transition.

- Dashboards (real time and daily) to monitor prior authorization (PA) and claim volumes
- Overrides for use at point of service that address member issues
- Turn on/off specific billing edits if necessary
- Leverage automated prior authorizations based on clinical criteria and claims/PA history

NYSDOH continues to work with its contractors to ensure that systems and staff will be able to handle the anticipated increase in activities.

Additional Staff and Training

- Existing NYSDOH call centers are hiring and training additional staff to assist members and providers.
- Processes, including language access, are already in place that serve the diverse population of Medicaid members.
- The call centers are familiar with the needs of Medicaid members and have the skills and training to prevent disruption.



See FAQs 089 and 114 under the section Claims Processing & Operations

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

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Medicaid Call Centers

For Members	For Pharmacy and DME Providers	
<p>Medicaid Helpline Phone: (800) 541-2831* Hours: <ul style="list-style-type: none"> Monday - Friday 8AM - 8PM Saturday 9AM - 1PM Website: https://member.emedny.org/</p> <p>Members and their caretakers can contact the helpline if they have questions about their Medicaid benefits.</p> <p><i>*An additional phone line dedicated to the pharmacy benefit transition will be available starting in February 2023.</i></p>	<p>eMedNY Phone: (800) 343-9000 Hours: <ul style="list-style-type: none"> Monday - Friday 7AM - 10PM Saturday - Sunday 8:30AM - 5:30PM Website: https://www.emedny.org/</p> <p>Providers can contact eMedNY for assistance with Medicaid enrollment, billing, and ePACES.</p>	<p>Magellan Clinical Call Center Phone: (877) 309-9493 Hours: <ul style="list-style-type: none"> Daily 24 hours Website: https://newyork.fhsc.com/</p> <p>Providers can contact Magellan for assistance with prior authorizations, clinical concerns, and the Preferred Drug Program.</p>

Call center hours may be added when the pharmacy benefit transition occurs on April 1, 2023.

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Data Analytics

- NYSDOH continues to analyze current claims and PA volumes to forecast anticipated volumes when the transition goes into effect on April 1, 2023.
- When the transition occurs, NYSDOH will closely monitor real time and daily dashboards and if necessary, adjust processes to prevent member disruption.
- Claims analysis includes:
 - PAs for non-preferred drugs
 - High volume billing edits
 - Denial reasons



Resources and Updates

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Spotlight FAQ 032

Section: Member Impact

Will members receive a new pharmacy insurance card to carry, or if they do not have their Medicaid card can members continue to use their Managed Care Health Plan (MCP) card at the pharmacy? Will member ID numbers change?

Existing Medicaid members will not receive a new NYS Benefit Card, also known as the Common Benefit Identification Card (CBIC), and there will be no change to member ID numbers.

Members can show either their existing NYS Benefit Card or their Managed Care Health Plan Card at the pharmacy.

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

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Spotlight FAQ 130

Section: Member Impact

Are most major pharmacy chains and independent pharmacies located in the state enrolled in NYRx? Is there any data about the percentage of pharmacies in New York State already enrolled in NYRx?

Most major chains and independent pharmacies located in New York are enrolled in the Medicaid program. Data regarding the number of pharmacies enrolled in the Medicaid program may be found on the Medicaid Enrolled Provider Listing.

<https://health.data.ny.gov/Health/Medicaid-Enrolled-Provider-Lookup/ru78-uxr9>

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

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Spotlight FAQ 131

Section: Member Impact

Effective April 1, 2023, are members allowed to pick which pharmacies and DME supplier to utilize or must they stay with the providers to which their Managed Care Plan (MCPs) assigned them?

Yes, members can use any participating pharmacy or DME supplier enrolled in NYRx.

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

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 Conducted	February 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



Website: Information regarding the transition of the pharmacy benefit from Managed Care to NYRx will be posted on the DOH website at https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/



Email: NYRx@health.ny.gov – Please include **Pharmacy Benefit Transition** in the subject line.



DOH Medicaid Update: https://www.health.ny.gov/health_care/medicaid/program/update/main.htm

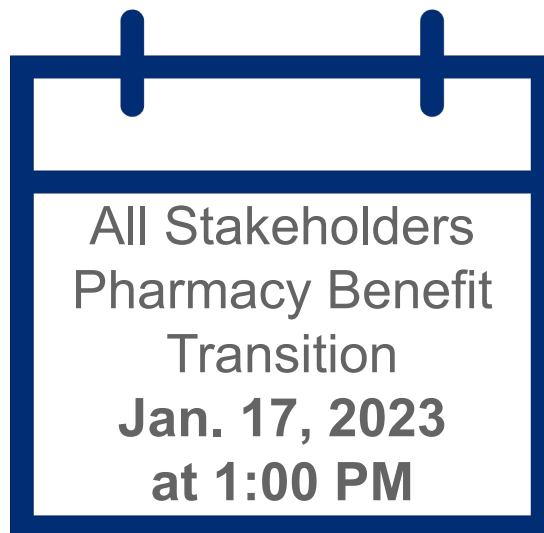


MRT LISTSERV: https://health.ny.gov/health_care/medicaid/redesign/listserv.htm

Next All Stakeholders Meeting: Jan. 17, 2023

The Slido form and Webex registration for the January 17 All Stakeholders Meeting will be sent via the [MRT LISTSERV](#) and posted on the [transition website](#).

- January 3 – Announcement about the Slido form and submitting questions ahead of the meeting
- January 10 – Announcement with the Webex registration link for the meeting
- January 17 – 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.

If you cannot access Slido in Webex, please go to www.slido.com or scan the QR code.

- Event code: nyrx122022
- Passcode: rxtransition2023

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