



Department
of Health

Transition of Pharmacy Benefit from Managed Care to NYRx

All Stakeholders: Implementation Update

May 16, 2023

Overview

- NYRx Program Updates
- Important Reminders
- NYRx Education and Outreach
- Resources and Updates
- Q&A

May 16, 2023

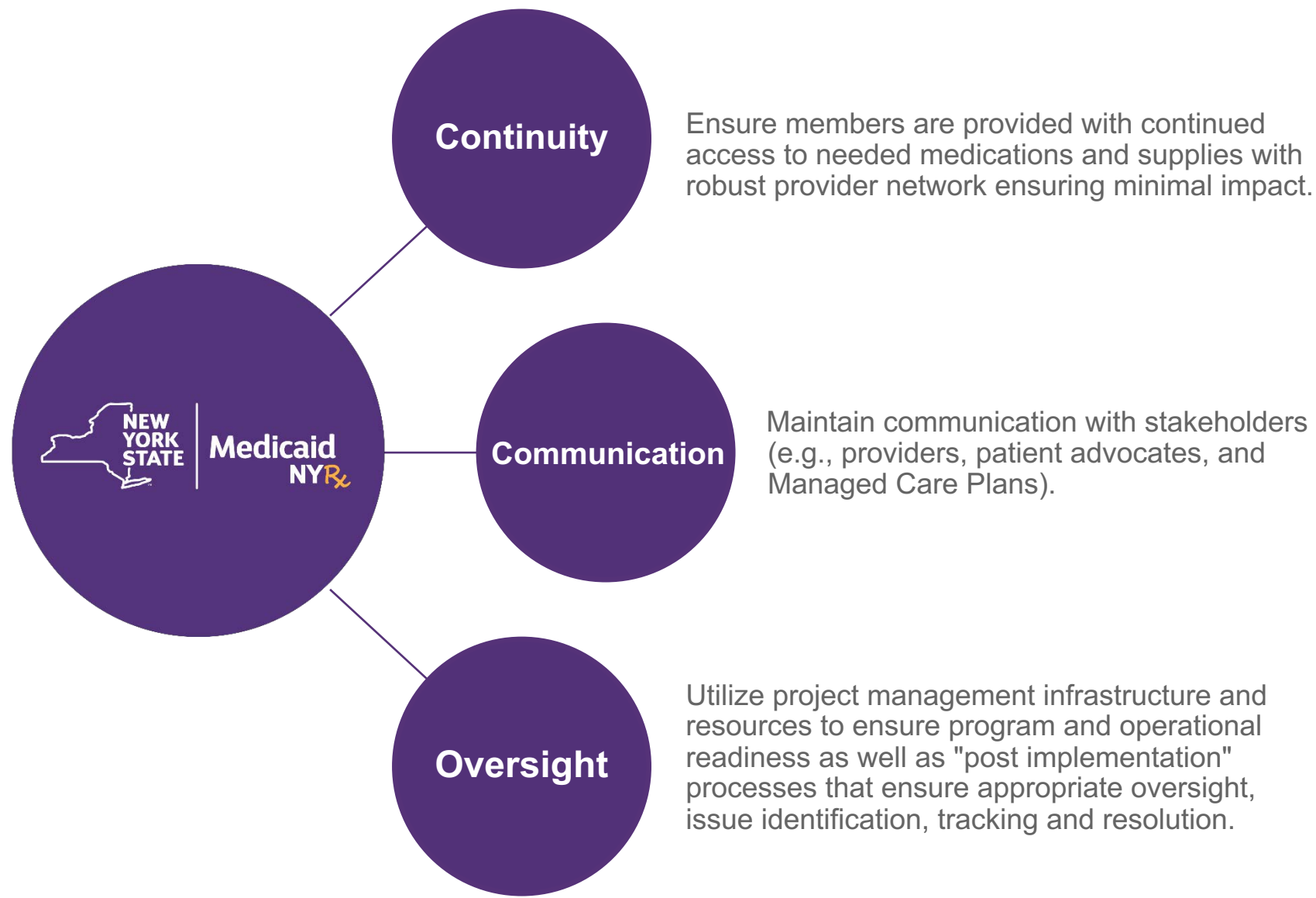


Your NYS Medicaid
Pharmacy Benefits have
changed recently.

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 Program Updates

May 16, 2023

Implementation Status: Steady

Since 4/1 Implementation	Ongoing Tasks
Members are receiving their prescriptions, including transition fills, and providers are proactively requesting prior authorizations.	<ul style="list-style-type: none"> • Educate pharmacy providers about NYRx programs, including the Preferred Drug and Diabetic Supply Programs and Brand Less Than Generic. • Monitor feedback from call centers, local departments of social services, and other stakeholders.
Medicaid pharmacy claims increased as expected.	<ul style="list-style-type: none"> • Monitor daily claims data for trends and outliers. • Monitor prior authorizations volume and requirements. • Engage with pharmacy stakeholders to resolve top billing issues. • Send timely communications to providers by listserv and fax. • Enhance provider training materials on emedny.org/training.
NYSDOH is sharing prescription data with the Managed Care Plans.	<ul style="list-style-type: none"> • Facilitate reoccurring workgroup with Managed Care Plans.

May 16, 2023

Care Coordination and Clinical Management

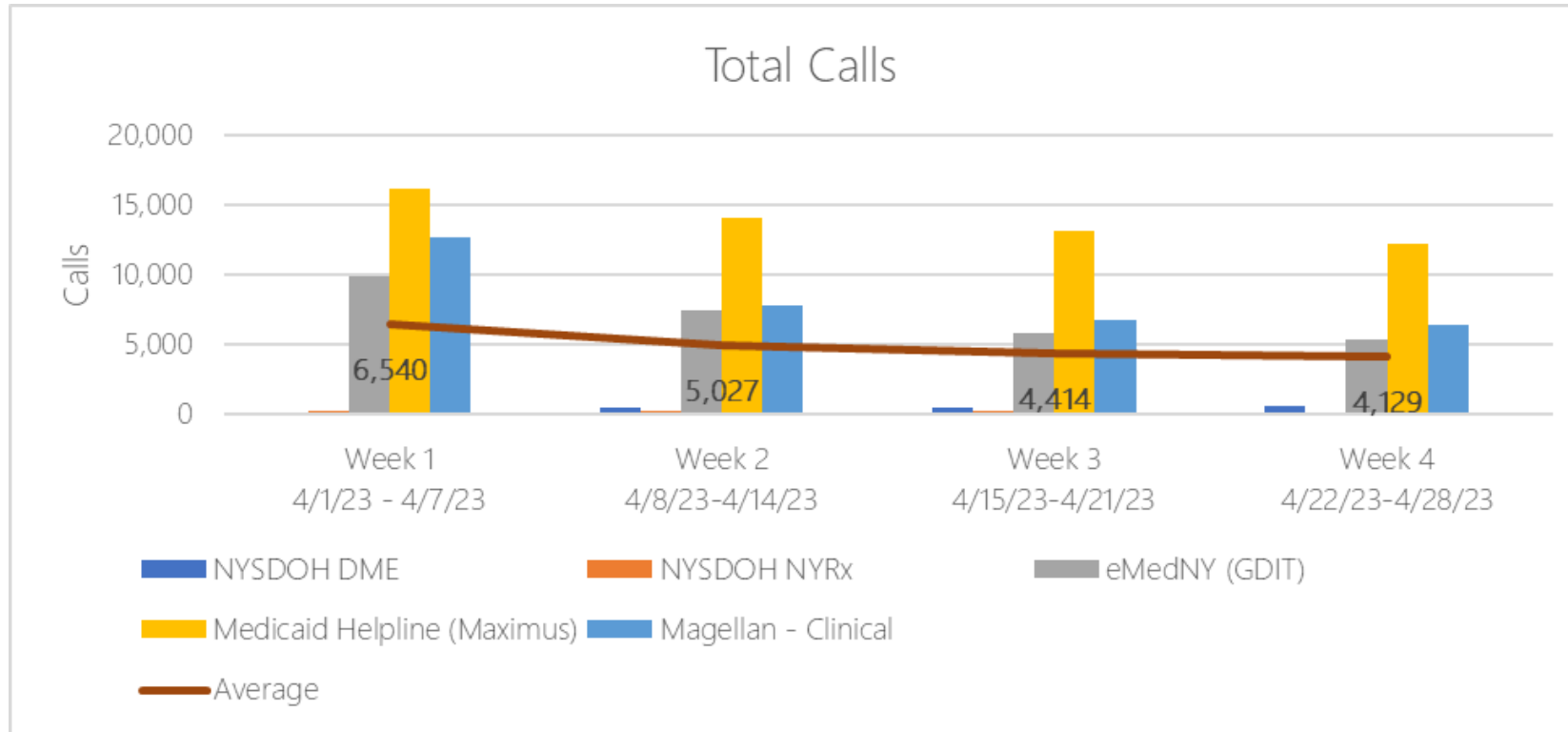
New York State (NYS) Medicaid Pharmacy Benefit Transition to FFS: Post-Transition Roles & Responsibilities

This document is intended to give a high-level overview of the post-transition roles and responsibilities for the Office of Health Insurance Programs (OHIP), the existing Fee-For-Service (FFS) Medicaid Contractors, and contracted managed care plan (MCP) partners, as of April 1, 2023. This document is not intended to give an exhaustive list but to represent the most critical functions that each respective entity will be responsible for pertaining to the Medicaid FFS Pharmacy Program.

DOH will be responsible for activities including the following:	Managed Care Plans (MCPs)	Managed Care Plans (MCPs)
<ul style="list-style-type: none"> ▪ Program Administration: Pharmacy benefit including customer service, formulary, drug utilization review. ▪ Financial Management: Oversight of expenditures and rebates. ▪ Contract Management: Oversight of contractors, including review of invoices, etc. ▪ Drug Utilization Review (DUR): Oversight and administration of DUR and Board activities. Contracting with MCPs to ensure consistency of disease and medication management. ▪ Policy Development & Maintenance: Maintaining Medicaid pharmacy coverage and clinical criteria regarding policies, to ensure consistency. ▪ Rebate Administration: Coordinate rebate offers, report and monitor collections. ▪ Pharmacy Enrollment & Reimbursement: Manage the FFS pharmacy network and ensure consistency with applicable state laws. ▪ Data Access/Sharing: Provide data for the purposes of coordination of care. ▪ Fraud, Waste and Abuse: In collaboration with MCPs and other State Agencies, e.g., the Office of the Medicaid Inspector General (OMIG). 	<p>Managed Care Plans will be responsible for activities including but not limited to the following:</p> <ul style="list-style-type: none"> ▪ Care Coordination: Overseeing and maintaining all activities necessary for enrolled NYS Medicaid beneficiary care coordination and related activities, consistent with contractual obligations ▪ Clinical Management: Providing oversight and management of all the clinical aspects of pharmacy adherence, including providing disease and medication management to optimize health outcomes and collaboration with DOH to ensure consistency with DUR reports and recommendations. 	<p>Managed Care Plans will be responsible for activities not limited to the following:</p> <ul style="list-style-type: none"> ▪ Administration: Overseeing and maintaining all activities necessary for enrolled NYS Medicaid care coordination and related activities, consistent with contractual obligations ▪ Management: Providing oversight and management of all the clinical aspects of pharmacy adherence, including providing disease and medication management to optimize health outcomes and collaboration with DOH to ensure consistency with DUR reports and recommendations. ▪ Reimbursement: Processing and payment of certain services billed on medical and institutional claims, including continued submission of these claims to the State. ▪ Drug Utilization Review (DUR) Program & Board: Participating in collaborative DUR and pharmacy committee meetings. ▪ Fraud, Waste and Abuse: As defined under the Care Model Contract in collaboration with other entities.

- Per the defined [NYRx Roles & Responsibilities](#), Managed Care Plans remain responsible for care coordination and clinical management for members.
- Pharmacies and practitioners are authorized to speak with Managed Care Plans regarding the member for the purposes of care coordination and clinical management.

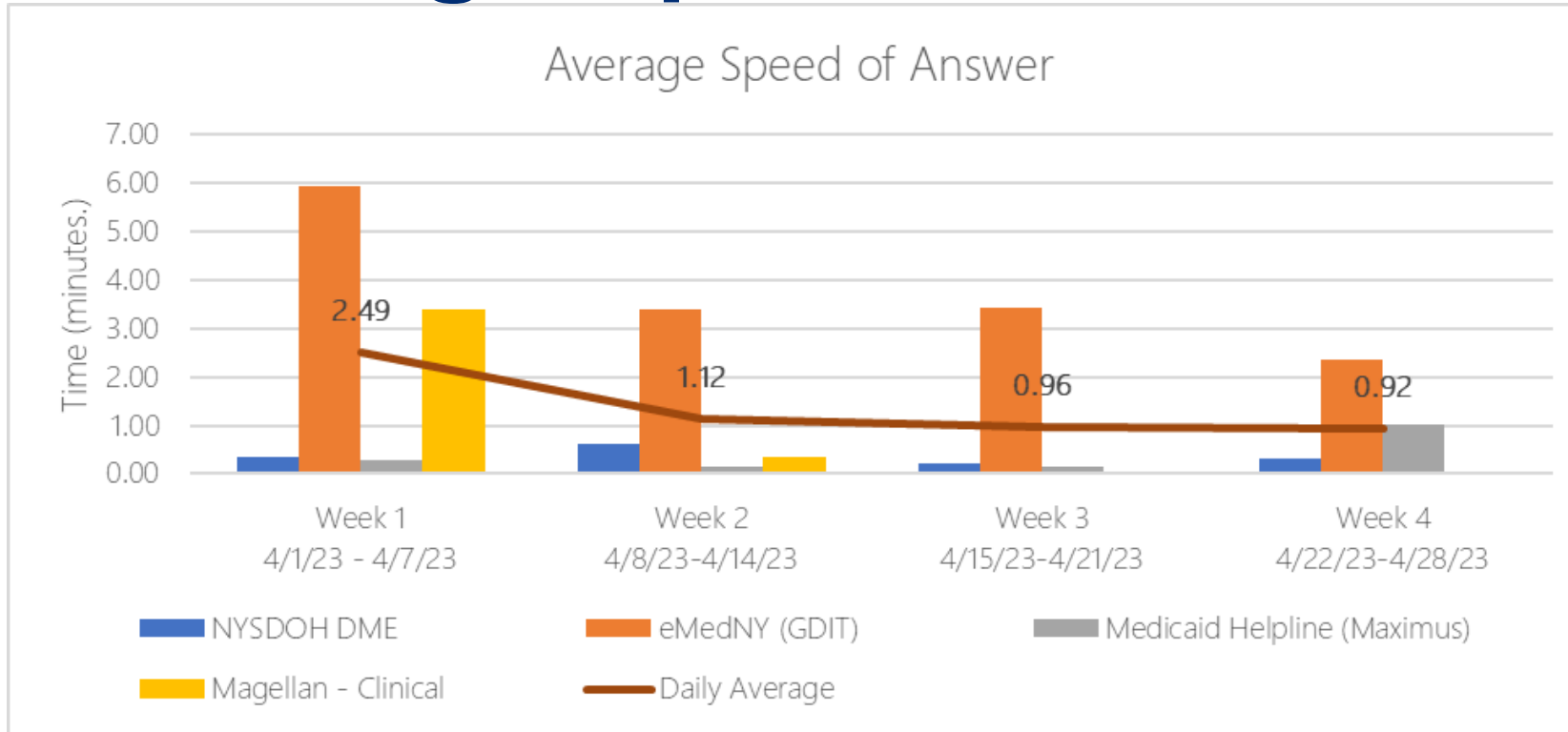
Total Calls



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

May 16, 2023

Average Speed of Answer

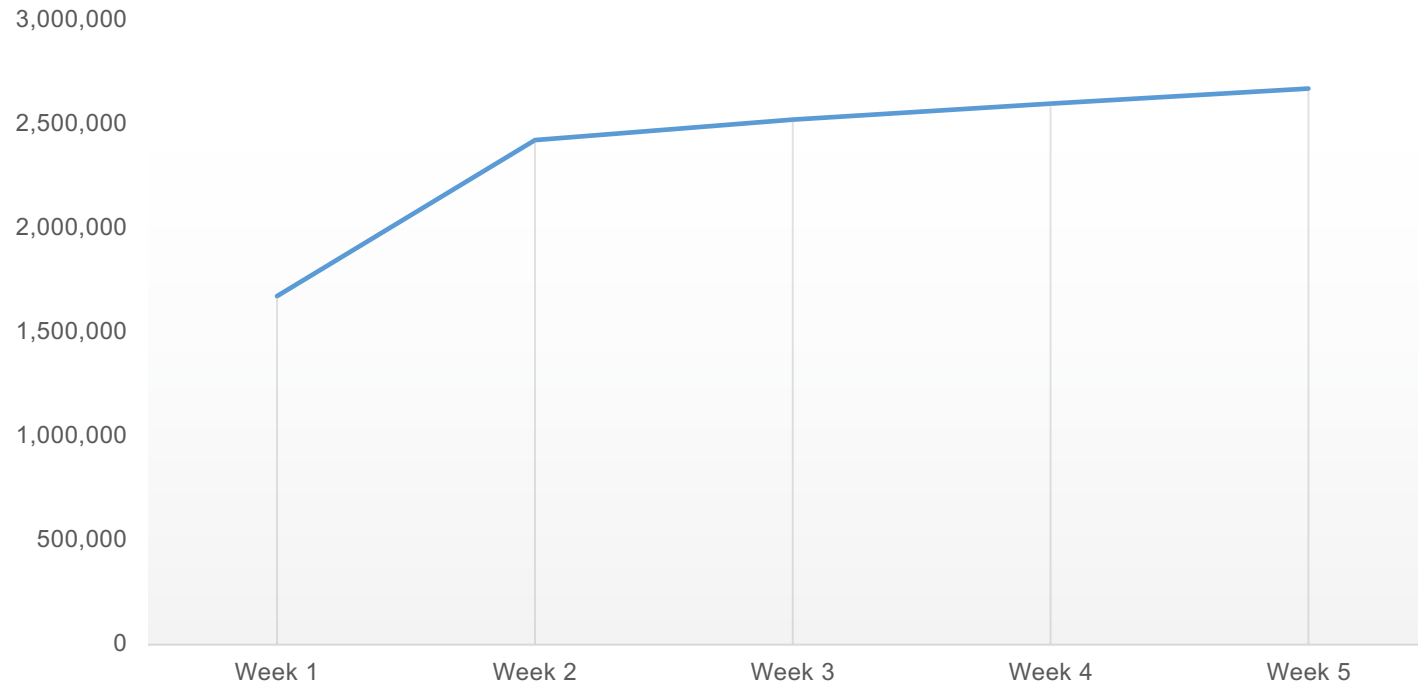


Week	NYSDOH DME	eMedNY (GDIT)	Medicaid Helpline (Maximus)	Magellan - Clinical	Weekly Average
Week 1	0.36	5.94	0.27	3.40	2.49
Week 2	0.61	3.38	0.15	0.35	1.12
Week 3	0.23	3.44	0.15	0.03	0.96
Week 4	0.30	2.35	1.02	0.01	0.92

May 16, 2023

Pharmacy Claims

Weekly NYRx Claims Paid
April 1 - May 5, 2023



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	2,673,501

*Report as of May 15, 2023

May 16, 2023

Important Reminders

May 16, 2023

Transition Period Ends on June 30, 2023

- The transition period began on April 1 and will end on June 30, 2023. During this period, a member may be provided with a one-time, temporary fill for up to a 30-day supply for a drug that would normally require prior authorization (PA) under the [NYRx Preferred Drug Program](#).
- The one-time transition fill does not mean no PA is required for future fills.
- The transition period is intended to give additional time for prescribers to either seek prior authorization or change to a preferred drug which does not require prior authorization.
- **Providers should check the [NYRx Preferred Drug List](#) which contains products that are less expensive and equally effective.**

Note: PAs issued by Medicaid Managed Care plans prior to April 1, 2023 (that are active/valid after April 1, 2023) are being honored by NYRx. This includes clinical PAs that also require authorization under NYRx.

May 16, 2023



Preferred Drug List

The [Preferred Drug List \(PDL\)](#) contains a full listing of drugs/classes subject to the NYRx Program and additional information on clinical criteria.

Prescribers should review the PDL because most preferred products do not require prior authorization if prescribed according to FDA labeling.

May 16, 2023



Brand Less Than Generic (BLTG)



- The [Brand Less Than Generic Program](#) is a cost containment initiative which promotes the use of certain multi-source brand name drugs **when the brand name drug is more cost effective for NYS than the generic equivalent.**
- Brand name drugs are reimbursed at the brand reimbursement rate, and there is a preferred copayment of \$1.
- Generic drugs included in this program require prior authorization.
- A pharmacist filling a generically written prescription can select the brand name product which would be a less expensive alternative for the member without prescriber involvement.
- Pharmacies should monitor their inventory of brand name products.

May 16, 2023

Preferred Diabetic Supply Program (PDSP)

- The Preferred Diabetic Supply Program provides Medicaid members access to quality glucose meters, test strips, and disposable insulin pumps while at the same time reducing overall program costs.
- Prescribers should review the [Preferred Supply List](#).
- Non-preferred products require prior authorization.

NYRx Diabetic Supplies

Manufacturer	Product	NDC	Description
ABBOTT	FREESTYLE FREEDOM LITE	99073070914	Meter
ABBOTT	FREESTYLE INSULINX	99073071143	Meter
ABBOTT	FREESTYLE LITE METER	99073070805	Meter
ABBOTT	FREESTYLE PRECISION NEO METER	57599517501	Meter
ABBOTT	PRECISION XTRA MONITOR	57599881401	Meter
ABBOTT	FREESTYLE INSULINX TEST STRIP	99073071231	Strips
ABBOTT	FREESTYLE INSULINX TEST STRIPS	99073071227	Strips
ABBOTT	FREESTYLE LITE TEST STRIP	99073070822	Strips
ABBOTT	FREESTYLE LITE TEST STRIP	99073070827	Strips
ABBOTT	FREESTYLE PREC NEO TEST STRIPS	57599157701	Strips
ABBOTT	FREESTYLE PREC NEO TEST STRIPS	57599157904	Strips
ABBOTT	FREESTYLE TEST STRIPS	99073012050	Strips
ABBOTT	FREESTYLE TEST STRIPS	99073012101	Strips
ABBOTT	PRECISION XTRA TEST STRIPS	57599972804	Strips
ABBOTT	PRECISION XTRA TEST STRIPS	57599987705	Strips
ABBOTT	FREESTYLE LIBRE 14 DAY READER	57599000200	Reader
ABBOTT	FREESTYLE LIBRE 14 DAY SENSOR	57599000101	Sensor
ABBOTT	FREESTYLE LIBRE 2	57599080000	Sensor
ABBOTT	FREESTYLE LIBRE 2	57599080300	Reader
ABBOTT	FREESTYLE LIBRE 3	57599081800	Sensor
ABBOTT	PRECISION XTR B-KETONE STRIP	57599074501	Ketone Strips
ASCENSIA	CONTOUR METER	00193718901	Meter
ASCENSIA	CONTOUR NEXT METER	00193737701	Meter
ASCENSIA	CONTOUR NEXT GEN	00193791701	Meter
ASCENSIA	CONTOUR NEXT EZ METER	00193725201	Meter
ASCENSIA	CONTOUR NEXT EZ METER SYSTEM	00193755301	Meter
ASCENSIA	CONTOUR NEXT ONE METER	00193782501	Meter
ASCENSIA	CONTOUR NEXT ONE METER	00193781801	Meter
ASCENSIA	CONTOUR NEXT TEST STRIP	00193731025	Strips
ASCENSIA	CONTOUR NEXT TEST STRIP	00193731150	Strips
ASCENSIA	CONTOUR NEXT TEST STRIP	00193731221	Strips
ASCENSIA	CONTOUR TEST STRIP	00193707025	Strips
ASCENSIA	CONTOUR TEST STRIP	00193708050	Strips
ASCENSIA	CONTOUR TEST STRIP	00193709021	Strips
DEXCOM	DEXCOM G6 RECEIVER	08627009111	Meter
DEXCOM	DEXCOM G6 SENSOR	08627005303	Sensor
DEXCOM	DEXCOM G6 TRANSMITTER	08627001601	Transmitter
DEXCOM	DEXCOM G7 RECEIVER	08627007801	Receiver
DEXCOM	DEXCOM G7 SENSOR	08627007701	Sensor

May 16, 2023

Billing Medical Supplies to NYRx

Check out the new training video about billing medical supplies!

<https://www.emedny.org/training/videos.aspx>



FEATURED VIDEO



NYRx - Billing Medical Supplies

NYRX PHARMACY PROGRAM

This video will familiarize Pharmacy providers with billing medical supplies

[Download PDF Supplemental](#)

Published: 05/10/2023 Type: Training Provider: Pharmacy

Medical supplies for pharmacies include:

- Enteral and parenteral therapy
- Vaccinations
- Medical / surgical supplies
- Diabetic supplies
- Hearing aid battery
- Family planning

May 16, 2023

Enteral Formula PAs

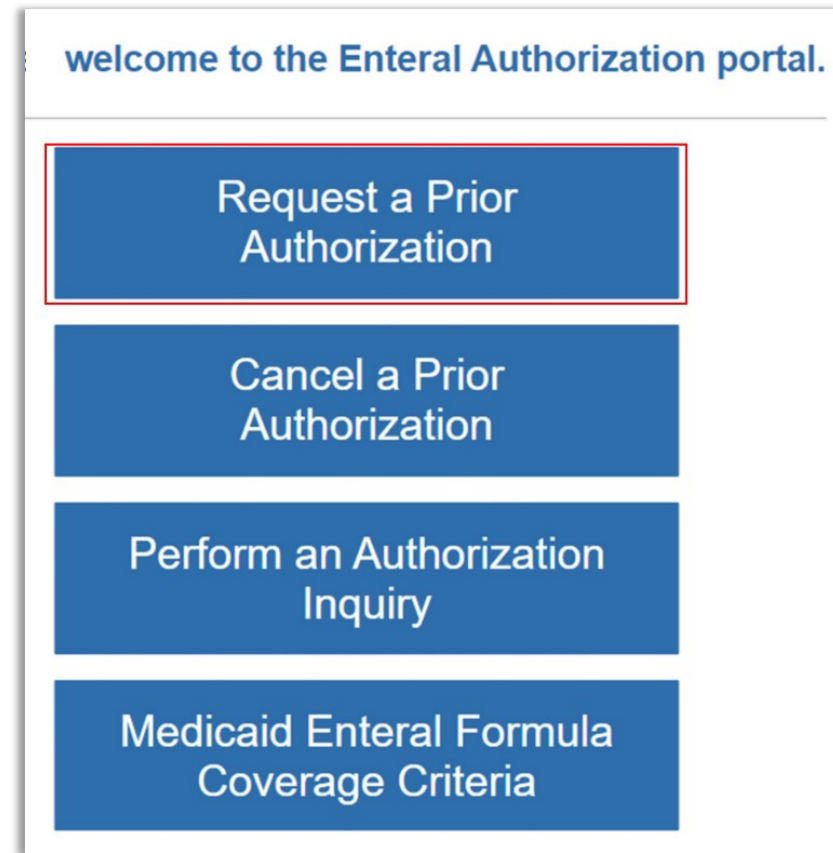
Recommended: Enteral Authorization Web Portal

<https://medicaidentalportal.health.ny.gov/portal/>

- Request and activate enteral PAs in real time.
- The interactive voice response (IVR) system remains available and can be used interchangeably with the web portal.

Questions about enteral therapy?

Contact OHIPMEDPA@health.ny.gov.



May 16, 2023

Incontinence Products

[Listserv communication sent to DMEPOS providers on 4/17/23:](#)

- Incontinence products (diapers, underpads, and liners) may be dispensed by a pharmacy or a DMEPOS provider but can only be billed with HCPCS Procedure codes using the Professional Claim type.
- Please use the [Incontinence Ordering Tool](#) for additional information about quantities.
- Diapers are also subject to [minimum quality standards](#) for products dispensed to Medicaid members.

Questions about medical supplies? Contact OHIPMEDPA@health.ny.gov.

May 16, 2023

NYRx Education and Outreach (E&O)

May 16, 2023

Education & Outreach (E&O) Team

The E&O 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 NYS agencies
- Prescribers, 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

Call Center Hours: Monday – Friday, 8:00 AM – 5:00 PM

Phone: 1-833-967-7310 | Email: NYRxEO@magellanhealth.com

May 16, 2023

E&O Office Hours

The E&O team hosts virtual office hours every week for pharmacy stakeholders to ask questions related to NYRx and care coordination.

Days	Audience
Monday and Wednesday 12 PM – 1 PM	Managed Care Plans
Tuesday and Thursday 12 PM – 1 PM	<ul style="list-style-type: none">• Pharmacy providers and prescribers• Office of Addiction Services and Supports (OASAS)• Office of the Medicaid Inspector General (OMIG)• New York Blood Center• Foster Care• AIDS Institute and stakeholders

For more information, contact NYRxEO@magellanhealth.com.

May 16, 2023

E&O Trainings

The E&O team will host weekly training webinars about NYRx. Pharmacy providers and prescribers are encouraged to attend these webinars to learn about programs under NYRx, including:

- Preferred Drug Program
- Brand Less Than Generic

More information will be posted on <https://newyork.fhsc.com>.



Resources and Updates

May 16, 2023

Go to emedny.org/training and select "Training Videos."

The screenshot shows the eMedNY website interface. At the top, there is a navigation bar with links for 'home', 'self help', 'glossary', and 'site map'. Below this is a search bar labeled 'ENHANCED BY Google'. A main menu contains several buttons: 'Provider Outreach and Training' (highlighted with a yellow arrow), 'Contacts', 'eMedNY HIPAA Support', 'eMedNY Tools Center', and 'PTAR'. A dropdown menu is open under 'Provider Outreach and Training', listing 'Training Calendar & Registration', 'Training Videos' (highlighted in black), 'Contact Provider Outreach', 'Additional Resources', and 'About Provider Outreach'. Below the menu, there is a text box stating: 'Each person attending must register separately. Once your registration is approved, you will receive a confirmation email with a link to join the meeting at the scheduled date and time. The meeting link is unique to the person who registered and must not be shared.' The main content area features a calendar for May 2023 with a 'Views:' dropdown set to '14'. The calendar shows several events with 'REGISTER' buttons. To the right, there is a 'Featured Links' section with icons for 'TRAINING VIDEOS', 'RESOURCES', 'ABOUT US', and 'REQUEST TRAINING'. Below that is a 'FEATURED VIDEO' section with a video player showing a thumbnail for 'Pharmacy New ...'.

May 16, 2023

The screenshot shows the eMedNY website interface. At the top, there is a navigation bar with tabs 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 with 'ENHANCED BY Google' is located in the top right. Below the navigation bar, the page title is 'Provider Training > Videos'. The main content area is titled 'Provider Training Videos' and includes a section for 'Other Links' with icons for 'WEBINARS', 'SEMINARS', 'ABOUT US', 'RESOURCES', and 'REQUEST TRAINING'. On the left, there is a 'Topics:' section with a list of checkboxes: 'Claims', 'eMedNY Provider Enrollment Portal', 'Enrollment', 'Enteral Authorization', 'ePACES', 'Medicaid Eligibility Verification System', 'New Provider / New Biller', 'NYRx Pharmacy Program' (checked), and 'Prior Approval / DVS'. A green button labeled 'Filter on Topic(s)' is positioned below the list. On the right, there is a 'Search:' section with a text input field and a green 'Search' button. A large yellow arrow points from the 'NYRx Pharmacy Program' checkbox to the search input field.

Filter the list by selecting “NYRx Pharmacy Program”



NYRx - Preferred Diabetic Supply Program (PDSP)

NYRX PHARMACY PROGRAM

This video will familiarize providers with the Preferred Diabetic Supply Program.

[Download PDF Supplemental](#)

Published: 04/13/2023

Type: Training

Provider: DME, Pharmacy



NYRx - Pharmacists as Immunizers

NYRX PHARMACY PROGRAM

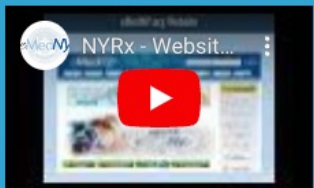
This video provides information related to Pharmacists as Immunizers.

[Download PDF Supplemental](#)

Published: 04/13/2023

Type: Training

Provider: Pharmacy



NYRx - Website Review

NYRX PHARMACY PROGRAM

[Download PDF Supplemental](#)

Published: 04/10/2023

Type: Training

Provider: Pharmacy



NYRx - Preferred Drug Program (PDP)

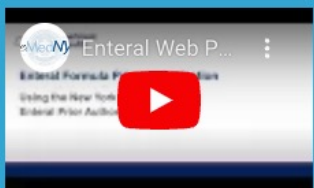
NYRX PHARMACY PROGRAM

[Download PDF Supplemental](#)

Published: 04/10/2023

Type: Training

Provider: Pharmacy



Enteral Formula Prior Authorization

ENTERAL AUTHORIZATION, PRIOR APPROVAL / DVS, NYRX PHARMACY PROGRAM

This video describes how to use the New York State Medicaid Enteral Prior Authorization Portal

[Download PDF Supplemental](#)

Published: 03/31/2023

Type: Training

Provider: All Providers

NYRx Provider Training Videos

PDF supplemental also available.

www.emedny.org/training/videos.aspx

A black silhouette of a spotlight on a tripod stands on the left side of the slide. A bright yellow beam of light emanates from the spotlight, illuminating the text to its right.

Spotlight FAQ 169

Section: Member Impact

Will copays still be able to be waived for patients expressing hardships?

There are no changes in the copay requirements, including the provider's responsibility to provide services when the member is unable to pay a copay. For information, please see the [Pharmacy Manual](#) (pages 44-46).

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

May 16, 2023



Spotlight FAQ 170

Section: Member Impact

Note: Pharmacies can refer to the [Top Edit Resource](#) about how to resolve claim denials related to a member having other insurance on file.

Members are receiving rejections for Missing or Invalid (M/I) other coverage code, meaning secondary insurance should be billed because there is another payer as primary insurance on file. How should members be directed in this situation for resolution?

If primary insurance coverage is no longer active or has changed, a member would need to contact either their Local District, NY State of Health or HRA NYC, depending on where they had their Medicaid eligibility determined, to update their Medicaid application. Please contact the Human Resource Administration (HRA) for New York City at (718) 557-1399 or the Medicaid Helpline (800) 541-2831. For Local District contact information please visit: [New York State Local Departments of Social Services \(LDSS\) \(ny.gov\)](#).

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

May 16, 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 174

Section: Provider Impact

How can providers assist members who are restricted to a specific provider or pharmacy obtain their medications?

The Restricted Recipient Program (RRP) is an Office of the Medicaid Inspector General (OMIG) program. Providers and members can reach out to their Managed Care Plan (MCP) to find out who their restricted providers are. Additionally, members can contact their Local District to determine who their restricted providers are. For Local District contact information please visit: [New York State Local Departments of Social Services \(LDSS\) \(ny.gov\)](https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/pharmacy_transition_faq.htm). The upcoming Medicaid Update will include more information regarding the RRP and billing guidelines for restricted recipients.

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

May 16, 2023

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
- **eMedNY Provider Training:** <https://www.emedny.org/training/index.aspx>

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

Tuesday, June 20, 2023 at 1:00 PM

Registration information will be sent via the [MRT Listserv](#) and posted on the [pharmacy transition website](#) about one week prior to the meeting date.

May 16, 2023

Questions?

Please submit your questions in Slido.

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

- **Event code: nyrx051623**
- 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](#).

