

NYRx Medicaid Pharmacy Prior Authorization Programs Update

On October 25, 2024, the New York State Medicaid Drug Utilization Review Board (DURB) recommended changes to NYRx, the Medicaid pharmacy prior authorization (PA) program. The Commissioner of Health has reviewed the recommendations of the Board and has approved changes to the NYRx Preferred Drug Program (PDP) within the fee-for-service (FFS) pharmacy program.

Effective **February 6, 2025**, PA requirements will change for some drugs in the following PDP classes:

- Insulin - Long-Acting
- Sodium Glucose Co-Transporter 2 (SGLT2) Inhibitors

Effective **April 1, 2025**, coverage will change for the following over-the-counter (OTC) products:

- OTC nasal products containing oxymetazoline will be removed from the Medicaid Pharmacy List of Reimbursable Drugs.
- OTC oral products containing phenylephrine will be removed from the Medicaid Pharmacy List of Reimbursable Drugs.
- OTC oral products containing simethicone will be removed from the Medicaid Pharmacy List of Reimbursable Drugs.
- OTC glucose tablets will be removed from the Medicaid Pharmacy List of Reimbursable Drugs.
- OTC topical products containing bacitracin or neomycin will be removed from the Medicaid Pharmacy List of Reimbursable Drugs.
- OTC multivitamins to remain on the Medicaid Pharmacy List of Reimbursable Drugs with an age edit in place allowing coverage for members less than 21 years of age. This age edit does not include prenatal multivitamins.

For detailed information about the DURB, see [Drug Utilization Review \(DUR\)](#).

For the most up-to-date information on NYRx, the Medicaid Pharmacy Program Prior Authorization (PA) Programs, see the [NYRx Pharmacy Program Preferred Drug List \(PDL\)](#). This document contains a full listing of drugs subject to the NYRx Pharmacy Programs.

For practitioner-administered drug clinical criteria worksheets, see [New York State Medicaid Fee-for-Service Practitioner Administered Drug Policies and Billing Guidance](#).

To obtain a PA, contact the clinical call center at 1-877-309-9493. The clinical call center is available 24 hours per day, 7 days per week and staffed with pharmacy technicians and pharmacists who will work with you or your agent to quickly obtain a PA.

Medicaid-enrolled prescribers can also initiate PA requests using the web-based pharmacy PA request/response application, PAXpress®. PAXpress® is accessible via the [eMedNY home page](#) by clicking the **PAXpress®** button.

Resources

Additional information is available at the following websites:

- [NYRx, the Medicaid Pharmacy Program](#)
- [eMedNY Website](#)
- [New York State Department of Health Medicaid Pharmacy Program](#)
- [New York State Department of Health Website](#)
- [NYRx Education & Outreach Website](#)

Contact Information

The NYRx Education & Outreach Call Center is available by phone at 1-833-967-7310 or by email at NYRxEO@primetherapeutics.com from 8:00 AM to 5:00 PM ET, Monday through Friday, excluding holidays.

The NYRx Education & Outreach team hosts virtual office hours every week for stakeholders to ask questions related to NYRx and care coordination. Visit the [NYRx Education & Outreach website](#) for more information.