

NYRx Notice to Providers: Duplicate Prior Authorization Requests

Background

NYRx is receiving multiple prior authorization (PA) requests for the same member and the same drug. Multiple PA requests for the same member and drug create duplication of effort at the call center and result in slower processing time for everyone. Only one submission per member per drug is necessary for review and is generally responded to within 24 hours.

What Pharmacy Providers Need to Do

Pharmacy providers should refer to the [NYRx Preferred Drug Quick List](#) and work with the prescriber to switch to a preferred product when clinically appropriate. In most cases, this will resolve the need for PA. If switching to a preferred product is not appropriate or the preferred product is subject to clinical criteria pharmacies should only send one electronic request to prescribers for PA submission. Once the notice has been sent to the prescriber, pharmacies should follow up with the prescribers directly to inquire about the status of the PA. Pharmacies may also resubmit the claim to verify PA status. If the claim pays the PA was obtained. If the claim is submitted and still unpaid, but a request for PA has already been sent to the prescriber, contact the prescriber directly to check on the status of the PA.

What Prescribers Need to Do

Prior authorizations may be indicated when a prescriber is using a non-preferred product or if the drug/product is subject to clinical criteria. Prior to requesting a PA, prescribers should review clinical criteria and consider prescribing preferred products. In most cases, preferred products will not require a PA when prescribed according to the FDA label. To review a list of preferred products, refer to the [NYRx Preferred Drug Quick List](#). If a preferred product is not clinically appropriate the full list of preferred and non-preferred drugs and clinical criteria requirements can be found on the [NYRx Preferred Drug List](#). Information about the NYRx Medicaid Pharmacy Program can also be found on the [NYRx Preferred Drug Program](#) home page.

Note: Prescribers should not send in duplicative PA requests to NYRx. Only one submission is necessary. Determinations are often made in real-time when PAs are requested via phone. Determinations are made within 24 hours for PAs submitted via fax.

Submitting a Prior Authorization to NYRx

If a drug/product does require a PA, a provider or their authorized agent may request a PA by phone:

- Prescribers or their agents can call the NYRx Call Center at 1-877-309-9493.
- The NYRx Call Center is operational 24 hours a day, 7 days per week.
- Most PAs initiated via phone have a determination made within the initial phone call.

A provider or their authorized agent may also request a PA by fax:

- Prescribers or their authorized agents may submit a [standard PA fax form](#) or [drug-specific worksheet](#) by fax to 1-800-268-2990.
- Fax requests are responded to within 24 hours of receipt:
 - Pharmacies: Please do not resubmit prior authorization requests to the provider's offices multiple times.
 - Prescribers: Please allow 24 hours for a response from NYRx to your faxed request and remove requests previously responded to from the CoverMyMeds portal, if applicable.

Resources

- [NYRx Education & Outreach Website](#)
- [NYRx Preferred Drug List](#)
- [NYRx Preferred Drug Quick List](#)
- [NYRx Preferred Drug Program](#)
- [NYRx Preferred Drug Program FAQ](#)
- [NYRx Prior Authorization Submission Guide](#)

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.