

Frequently Asked Questions (FAQs): Pharmacy Benefit Carve-Out

Member FAQs

1. Does the Pharmacy Benefit NYRx Transition (Carve-Out) affect me?

Only members who are currently enrolled in the MetroPlus Medicaid Plan, MetroPlus Enhanced (HARP) Plan, or MetroPlus Partnership in Care (PIC) are affected. For members in these Plans, starting April 1st, 2023, your prescriptions will not be covered by MetroPlus Health. They will now be covered by NYRx, The NYS Medicaid Fee for Service (FFS) Pharmacy Program.

2. Will my medications still be covered?

NYRx, the NYS Medicaid Fee for Service (FFS) Pharmacy Program has a formulary, or preferred drug list. Over-the-counter drugs and most prescription drugs are on the list. To check if the medications you take are on this list, you can check at the below webpage.

NYRx, Medicaid List of Covered Drugs and Over the Counter (OTC) Products:

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

3. Does my medication require a prior authorization?

To check if the medications you take require prior authorization, you can check at the below webpage.

NYRx, Medicaid List of Covered Drugs and Over the Counter (OTC) Products:

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

4. Whom should my provider contact if my drug requires a prior authorization?

Providers can contact the Magellan Clinical Call Center at (877) 309-9493. NYRx has contracted with Magellan Medicaid Administration, Inc. to assist with management of their preferred drug list including prior authorizations.

5. What happens to my current prior authorizations?

NYRx will continue to honor any prior MetroPlus Health Plan approved prior authorizations until the approval expiration date. Furthermore, NYRx has established a transition period of 4/1/2023 to 6/30/2023 where a one-time, temporary fill is provided for drugs that typically require prior authorization or are non-preferred to ensure that you can still obtain your medications.

If you are experiencing trouble receiving these medications from your pharmacy, please have your pharmacy or provider call the NYRx Pharmacy Support Line at (800) 343-9000 (Option 1).

6. How can I check the status of my prior authorization?

For prior authorizations that were submitted on or after April 1st, 2023 you or your provider can contact the Magellan Clinical Call Center at (877) 309-9493. Members should select Option 1 and Providers should select Option 2. NYRx has contracted with Magellan Medicaid Administration, Inc. to assist with management of their preferred drug list including prior authorizations.

7. I received a letter from NYRx, the Medicaid Pharmacy Program that stated my medication is non-preferred or requires prior authorization, what does that mean?

Starting March 15th, 2023 NYRx sent members letters informing them they are using a medication that will require authorization after the pharmacy benefit transition. To allow time for your provider to submit the prior authorization, members are eligible for a one-time 30-day transition fill from April 1, 2023 through June 30, 2023. If you are having trouble receiving your transition fill, members can direct their pharmacies to contact the NYRx Pharmacy Support Line at (800) 343-9000 (Option 1) to assist with processing fills. You can ask your provider to contact the Magellan Clinical Call Center at (877) 309-9493 to submit prior authorization requests.

8. Whom should I contact for an emergency supply of my medication?

Members or your pharmacy can contact the Magellan Clinical Call Center at (877) 309-9493 (Option 1 for Members and Option 2 for Providers/Pharmacies) to assist with processing emergency fills.

9. Whom should my provider contact for claim issues or questions?

For provider assistance with prior authorizations, clinical concerns, and the Preferred Drug Program, contact the Magellan Clinical Call Center at (877) 309-9493. NYRx has contracted with Magellan Medicaid Administration, Inc. to assist with management of their preferred drug list including prior authorizations.

10. Whom should I contact to request a lost, stolen, or vacation medication override?

Per NYRx policy for lost or stolen medications, instruct your provider to initiate a prior authorization request for a lost or stolen medication by contacting the NYRx Pharmacy Support Line at 800-343-9000 (Option 1).

NYRx does not allow vacation overrides. If you have any additional questions regarding vacation overrides, you can contact the Magellan Clinical Call Center at (877) 309-9493 (Option 1 for Members).

11. Whom should I contact if I need an early refill of my medication?

You can have your provider or pharmacy contact NYRx Pharmacy Support Line at 800-343-9000 (Option 1).

Members can also contact the Magellan Clinical Call Center at (877) 309-9493 (Option 1 for Members).

12. Can I get 90-day supply for my medications?

Yes, most of your medications that you take on a regular basis for ongoing chronic conditions can be filled for a 90-day supply.

13. Will my share of the cost for medications change?

No, the Medicaid copayment structure is not changing. Your copayment might change depending on if the drug is preferred or non-preferred.

14. What are my copays?

Copays are as follows:

- \$3.00 for non-preferred Brand Name Drugs
- \$1.00 for Generic Drugs, preferred Brand Name Drugs, and Brand Drugs included in the Brand Less than Generic Drugs Program. For more information see the below webpage.
NYRx Brand Less than Generic Drugs Program:
https://newyork.fhsc.com/providers/bltgp_about.asp
- \$0.50 for Non-Prescription (over the counter) Products
- \$1.00 for Medical Supplies

The cost of your prescription may change if it is no longer preferred under NYRx. You can check at the below webpage to determine if your medication is brand, generic, prescription or OTC:

NYRx, Medicaid List of Covered Drugs and Over the Counter (OTC) Products:

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

15. Can I have my copay exempted?

Certain members and service categories do not have copays. If you qualify for any copay exemption, this is already programmed within the claims system automatically.

16. Is there a maximum copay amount over a period of time?

A maximum copay amount of \$200 is incurred per year (copay year starts April 1 and ends March 31) and is calculated on a quarterly basis. Once you reach a quarterly copay maximum of \$50, you will be notified through mail by NYRx.

17. Which medical supplies are covered by NYRx and which supplies will be covered by MetroPlus Health Plan?

You can search if your medical supply is covered by NYRx at the below webpage.

NYRx, the Medicaid Pharmacy Program Covered Medical Supplies List:

<https://member.emedny.org/pharmacy/supplies>

All other DME supplies listed within the NYS Medicaid Program Durable Medical Equipment, Prosthetic, Orthotic and Supply Manual will continue to be covered by MetroPlus Health Plan.

NYS Medicaid Program Durable Medical Equipment, Prosthetic, Orthotic and Supply Manual:

<https://www.emedny.org/ProviderManuals/DME/index.aspx>

18. Does my medical supply require a prior authorization by NYRx?

You can search if your medical supply is covered by NYRx or requires prior authorization at the below webpage.

NYRx, the Medicaid Pharmacy Program Covered Medical Supplies List:

<https://member.emedny.org/pharmacy/supplies>

19. Whom should my provider contact if my medical supply requires a prior authorization by NYRx?

Providers requiring assistance with prior authorizations for Durable Medical Equipment (DME), should contact The Bureau of Medical and Dental Review Call Center at (800) 342-3005.

Providers can also email DME requests to ohipmedpa@health.ny.gov.

20. Are my diabetic testing supplies covered?

NYRx preferred diabetic testing supplies can be found at the below webpage.

https://newyork.fhsc.com/downloads/providers/NYRx_PDSP_preferred_supply_list.pdf

21. Can I continue using my pharmacy?

Most pharmacies in New York State accept NYRx. If your pharmacy does not accept NYRx, you may:

- Ask your doctor to send a new prescription to a pharmacy that accepts NYRx
- Ask your pharmacist to transfer a refill to a pharmacy that accepts NYRx
- You can locate a pharmacy that accepts NYRx at the below webpage:

NYRx Pharmacy or Medical Equipment Supplier Locator:

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

22. If my pharmacy doesn't take NYRx (FFS Medicaid), can I transfer my prescriptions to another pharmacy?

You can have a non-controlled substance transferred to another pharmacy for a one-time fill. After which, your prescribing doctor will need to send a new prescription to your new pharmacy.

23. Will I need to get new prescriptions in preparation for this transition?

No, you can continue to use your current prescriptions.

24. If I receive prescriptions by mail, can I continue to receive my mail order prescriptions through the mail?

First check if the mail order pharmacy accepts NYRx, if they do then confirm they will continue to mail you your prescriptions.

- You can locate a pharmacy that accepts NYRx at the below webpage:
NYRx Pharmacy or Medical Equipment Supplier Locator:
<https://member.emedny.org/pharmacy/search-locations>

25. Will NYRx reimburse for the delivery of my medications?

No, NYRx does not reimburse for delivery. However, there are some pharmacies that will provide delivery for free. You can locate a pharmacy that accepts NYRx, then ask if they provide free delivery.

- You can locate a pharmacy that accepts NYRx at the below webpage:
NYRx Pharmacy or Medical Equipment Supplier Locator:
<https://member.emedny.org/pharmacy/search-locations>

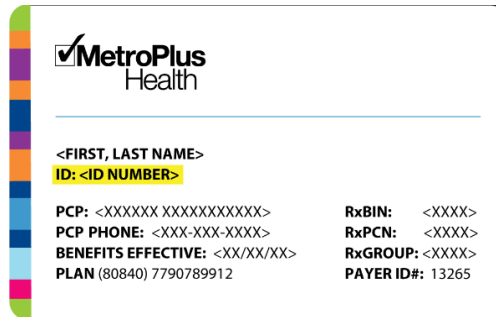
26. Which ID card do I need to use?

You will need to show your pharmacist either your Medicaid Card or your MetroPlus Health Plan Card. This will tell them your Client Identification Number (CIN).

- Your Medicaid Card looks like this, and your CIN is highlighted:



- Your MetroPlus Health Plan Card looks like this, and the location of the CIN is highlighted:



27. How do I request a replacement MetroPlus card?

You do not need a new MetroPlus Health Plan Card to receive your prescriptions after April 1st, 2023. However, if you lost your original card, you can contact MetroPlusHealth Customer Service at (800) 303-9626 or use our member portal

<https://metroplushealth.my.site.com/Members/s/login/> to request a replacement card.

28. How do I request a replacement NYS benefit card?

You can contact the Medicaid Consumer Line at (800) 541-2331.

29. I have MetroPlus Medicare and MetroPlus Medicaid, what happens to my pharmacy coverage?

If you have both MetroPlus Medicare and MetroPlus Medicaid or MetroPlus Enhanced (HARP) Plan coverage, only your OTC medications will be impacted by the transition. After April 1st, 2023, OTC medications will be covered by NYRx. When visiting the pharmacy, you should present your MetroPlus ID card along with your NYS Benefit Card to your pharmacist for any prescription processing.

If you need a replacement NYS Benefit Care, you can contact the Medicaid Consumer Line at (800) 541-2331.

30. I am Restricted Receipt Plan member and I need to urgently use a pharmacy that is different from my restricted pharmacy or urgently fill a prescription written by provider that is different from my restricted provider. How can I fill my urgent prescriptions?

In an emergency, a 72 hour supply can be provided when the prescribing provider is not the member's restricted provider or if the member is using a pharmacy other than the member's restricted pharmacy. The member's provider or pharmacy should contact the Magellan Clinical Call Center at (877) 309-9493 to request the emergency fill.

31. Who should I contact for additional questions or if I need additional help?

For general questions related to this transition, you can contact NYRx Member Services (The Medicaid Helpline) at (855) 648-1909.