



Pharmacy

Attention Pharmacy Providers: Issue That Caused Some Pharmacy Claims to Incorrectly Deny has been Resolved



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From Friday, May 15, 2020 at 5PM until Saturday, May 16, 2020 at 4PM, some pharmacy drug claims incorrectly denied. While the NCPDP denial message for the claims was specific to our [Brand Less than Generic Program](#), the claims that denied were not for drugs included in this program.

For your reference, a list of drugs for which there were claims that incorrectly denied during the time period referenced above is available as a [separate attachment](#). Providers can resubmit claims for the drugs affected if they have not done so already.

Contact Details:
1-800-343-9000
emednyalert@csra.com

Pharmacies would have received the response:

NCPDP Response Code/Message	421	Dispense Brand Drug Instead of Generic Equivalent
NCPDP Reject Code	78	Cost Exceeds Maximum

We apologize for any inconvenience this may have caused. You may contact the eMedNY Call Center at (800) 343-9000 for questions regarding billing.

For policy related questions, providers may e-mail the pharmacy mailbox at: ppno@health.ny.gov or call (518) 486-3209.



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