



## ORDERED AMBULATORY

Information for Prescribing and Dispensing  
Providers of Enteral Products for Medicaid Members

### Information for Prescribing and Dispensing Providers of Enteral Products for Medicaid Members, including Members affected by the Managed Care NYRx / Fee for Service Transition on April 1, 2023

#### Enteral Portal Training Shortcuts

Sections of the Enteral Portal Training slides have been broken down into clickable shortcut links including the following...

- [Creating an Account](#)
- [Requesting a Prior Authorization](#)
- [Cancelling a Prior Authorization](#)
- [Prior Authorization Inquiry](#)
- [Dispensing an Enteral Formula](#)

Training section links can be found within the DME Provider Manual section at:

<https://www.emedny.org/ProviderManuals/DME/> and the Provider Outreach and Training section at <https://www.emedny.org/training/videos.aspx> (filter by "Enteral Authorization" - links are below Enteral Formula Prior Authorization training video).

#### Enteral Formula – Responsibilities of Ordering Practitioners

Ordering providers (physicians, nurse practitioners and other professionals that prescribe enteral formula as a means of nutrition) are responsible for beginning the authorization process in the IVR or web portal. It is the responsibility of these providers to enter the medical information to justify the use of the formula based on current policy. Regulation [18 NYCRR 513.4 \(a,e\)](#) highlights the provider's responsibility to assist the department with medical information required for enteral approvals. Once the information is accepted, a prior authorization number will be generated.

The ordering practitioner must access the portal at [MEDICAIDENTERALPORTAL.health.ny.gov](https://MEDICAIDENTERALPORTAL.health.ny.gov) or [www.emedny.org](http://www.emedny.org) home screen or alternatively, use the telephonic IVR system (1-866-211-1736) for the prior authorization number. The fiscal order, including the authorization number, is sent to the dispensing provider. The dispensing provider uses the portal or IVR to verify the information and submit the correct billing code.

#### DMEPOS Providers may still Dispense Enteral Formula

DMEPOS providers may still service Managed Care Plan members that have been transitioned to FFS for medical supplies. Fiscal orders for enteral formula may be filled by an enrolled DMEPOS dealer or a pharmacy.

For questions related to DMEPOS supplies, contact the Bureau of Medical Review at 1 (800) 342-3005, option 5 or email at [OHIPMEDPA@health.ny.gov](mailto:OHIPMEDPA@health.ny.gov).

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