



Department of Health

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Webinars for the Interactive Voice Response System (IVR) for Medicaid Fee for Service (FFS) Enteral Product Authorizations

The New York State Department of Health, Office of Health Insurance Programs, Bureau of Medical Review will be conducting webinars for ordering providers, pharmacies, and Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) providers on the use of the IVR system for enteral product prior authorizations.

If you are a prescriber or dispenser of enteral formula, please consider attending an upcoming webinar. These webinars are to introduce new providers and existing providers to the IVR system used in Medicaid FFS.

Topics include:

- Introduction to FFS Enteral Approvals
- How to use the IVR System
- Helpful information to use the IVR System
- Question and Answer

We are currently accepting registrations for webinars scheduled for the following dates:

March 25, 2021 at 1:00 PM

April 7, 2021 at 10:00 AM

April 13, 2021 at 1:00 PM

April 22, 2021 at 1:00 PM

To register, please visit <https://www.emedny.org/training/index.aspx> and select your preferred training date.

Please contact the Bureau of Medical Review at 1-800-342-3005 or OHIPMEDPA@health.ny.gov with questions about the IVR process. For assistance in registering for the webinar, please contact GDIT at 1-800-343-9000.