



## Clinic

### New Website Portal Available to Initiate Fee-for-Service Pharmacy Prior Authorization Requests

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### New Website Portal Available to Initiate Fee-for-Service Pharmacy Prior Authorization Requests

Effective September 6, 2012, Medicaid enrolled prescribers can initiate prior authorization (PA) requests using a web-based application.\* **PAXpress®** is a web-based pharmacy PA request/response application maintained by Health Information Designs (HID) and is accessible through a new button "PAXpress" located on eMedNY.org under the MEIPASS button.

- Prescribers must have an active e-PACES account. To enroll in e-PACES, please visit <https://www.emedny.org/selfhelp/index.aspx>.
- The website for PAXpress® <https://paxpress.nypa.hidinc.com/>, which can also be accessed from the eMedNY website at <https://www.emedny.org> as well as Magellan's website at <https://newyork.fhsc.com/>.
- A user manual, designed specifically for prescribers, is available on the site, and provides information for using the PAXpress® application:
  - Logging in;
  - Requesting a PA;
  - Understanding PA request.

Results in each section include screen shots, field definitions, and instructions on how to perform the various tasks. If you encounter trouble logging into the PAXpress® or if you have any questions regarding navigation of the application, please contact the eMedNY Call Center at (800)343-9000.

- The PAXpress® websites provides a single point of entry for prescriber access to announcements, documents and quick links to important program information.

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Prior authorization will also continue to be available through the Magellan Clinical Call Center at (877)309-9493.

*\*Please Note: Prior authorization requests through PAXpress® that do not meet clinical criteria will require that prescribers call Magellan.*

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