



PHARMACY

Attention Pharmacy Providers: Important Information Regarding Claims Processing



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Today, between 10:26AM - 12:17PM, the NYRx system experienced intermittent claim timeout issues which may have caused pharmacies to receive Claim Timeout/PA Required responses.

The issue has been resolved and pharmacies should reprocess the claims impacted during that timeframe.

We appreciate your attention to this message.

Contact Details:

1-800-343-9000

emednyalert@gdit.com

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The Department has attempted to ensure that the information contained in these notifications is as accurate as possible. However, no e-mail transmittals or materials provided are intended to constitute legal or medical advice.