



NYRx, The Medicaid Pharmacy Program

Claims Submitted 4/1 – 4/4/2023

Beginning April 1, 2023, all Medicaid members in Mainstream Managed Care started receiving their prescription drugs through NYRx, the Medicaid Pharmacy Program.

NYRx system updates have been made as of today, 4/4/2023 at 12pm EST. If a claim was submitted between 4/1/2023-4/4/2023 and a rejection was received, please resubmit the claim to NYRx today. Additional updates and information will be shared as available.

<p>For assistance with enrollment, billing, or ePACES, please contact the eMedNY Call Center.</p>	<p>eMedNY Call Center Phone: 1-800-343-9000 Hours: Monday – Friday 7 AM – 10 PM; Saturday – Sunday 8:30 AM – 5:30 PM Eastern Time Website: https://www.emedny.org/nyrx</p>
<p>For assistance with prior authorizations, please contact the Magellan Clinical Call Center.</p>	<p>Magellan Clinical Call Center Phone: 1-877-309-9493 Hours: Daily. 24 hours. Website: https://newyork.fhsc.com</p>

Reminder: A member may show either their managed care health plan card or NYS Benefit Card. Each card contains the member’s Client Identification Number (CIN), which is always in the format of 2 letters, 5 numbers, and 1 letter, e.g., AB12345C.

If the member needs a replacement NYS Benefit Card, please direct them to call the NYRx Medicaid Helpline 1-855-648-1909. TTY 1-800-662-1220. Please do not direct members to call the eMedNY or Magellan Clinical Call Centers.