



**EFFECTIVE JULY 6, 2023**

## **PRIOR AUTHORIZATIONS FOR MEDICAL SUPPLIES**

When the pharmacy benefit transition from Medicaid Managed Care to NYRx occurred on April 1, 2023, prior approval/authorization (PA) requirements for certain medical supplies were temporarily relaxed (i.e., claims were not denied) to ensure a smooth transition for members. During this period, NYSDOH monitored claims and performed outreach to assist providers in obtaining PAs for future claims.

**Beginning July 6, 2023, medical supply claims without appropriate prior approval/authorization will be denied.**

The full list of products requiring PAs are in sections 4.1 through 4.3 of the Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Procedure Codes Manual  
[https://www.emedny.org/ProviderManuals/DME/PDFS/DME\\_Procedure\\_Codes.pdf](https://www.emedny.org/ProviderManuals/DME/PDFS/DME_Procedure_Codes.pdf)

**Procedure codes underlined in the manual require PA.** Example: A4421 for ostomy supply.

### **HOW TO REQUEST PA FOR MEDICAL SUPPLIES**

- Providers can request and review PAs online via ePACES <https://epaces.emedny.org>.
- Supporting documentation must be submitted through ePACES (uploaded or faxed) with the PA request.
- Determination for a PA is made within 21 days of NYSDOH's receipt of the request.

For ePACES instructions: <https://www.emedny.org/selfhelp/ePACES/ePACESRefSheets.aspx>

For pharmacy billing and ePACES technical support: Call eMedNY 1-800-343-9000.

Call Center Hours: Mon - Fri 7 AM – 10 PM. Sat – Sun 8:30 AM – 5:30 PM.

*Note: PA may also be requested via paper form EMEDNY-361502. Instructions are in the DME PA Guidelines [https://www.emedny.org/ProviderManuals/DME/PDFS/DME\\_PA\\_Guidelines.pdf](https://www.emedny.org/ProviderManuals/DME/PDFS/DME_PA_Guidelines.pdf)*

### **DISPENSING VALIDATION SYSTEM (DVS) AUTHORIZATIONS**

NCPDP transactions using HCPCS codes will automatically check DVS for authorization and issue a number - no additional steps are necessary. The items will be approved if the claim meets dispensing criteria.

### **CONTINUOUS GLUCOSE MONITORING (CGM) SUPPLIES**

For CGM products under the Preferred Diabetic Supply Program (PDSP), pharmacies must use claim type R (NCPDP) and NDC codes for reimbursement. HCPCS codes may only be used for products not listed in the PDSP (e.g., Medtronic's CGM).

## ENTERAL PRODUCTS

When submitting claims for enteral products, providers must include a PA that was processed through the automated DiRAD system.

### HOW TO REQUEST PA FOR ENTERAL PRODUCTS

- Option 1: Enteral Web Portal <https://medicaidentalportal.health.ny.gov/portal/>
- Option 2: Interactive Voice Response (IVR) system 1-866-211-1736

In section 4.2 of the DMEPOS manual, products marked with an asterisk (\*) require prior authorization via the Enteral Web Portal or IVR.

[https://www.emedny.org/ProviderManuals/DME/PDFS/DME\\_Procedure\\_Codes.pdf](https://www.emedny.org/ProviderManuals/DME/PDFS/DME_Procedure_Codes.pdf)

The fiscal order, including the authorization number, is sent to the dispensing provider who uses the portal or IVR to verify the information and submit the correct billing code.

- Enteral formula is billed using the HCPCS B series codes on either a Pharmacy (NCPDP) or a DMEPOS supply (Professional) claim.
- Formula is reimbursed by caloric units. One caloric unit equals 100 calories.
- Worksheets are in the DMEPOS manual to assist providers in using the automated approval systems.
  - Prescriber Worksheet: [https://www.emedny.org/ProviderManuals/communications/Prescriber\\_Worksheet\\_Instructions.pdf](https://www.emedny.org/ProviderManuals/communications/Prescriber_Worksheet_Instructions.pdf)
  - Dispenser Worksheet: <https://www.emedny.org/ProviderManuals/communications/Dispenser%20Worksheet.pdf>
- Trainings for the portal and IVR are available at <https://www.emedny.org/training>
  - Enteral Web Portal <https://youtu.be/VGcOownLWTk>
  - IVR <https://youtu.be/YhgoSvMEn1o>

### NEED HELP?

Resource	For questions and guidance about:
<b>Bureau of Medical Review</b> 1-800-342-3005, option 1 <a href="mailto:OHIPMEDPA@health.ny.gov">OHIPMEDPA@health.ny.gov</a>	DMEPOS supplies policy, prior authorizations, or DIRAD assistance
<b>NYRx, Medicaid Pharmacy Program</b> (518) 486-3209 <a href="mailto:NYRx@health.ny.gov">NYRx@health.ny.gov</a>	Preferred Drug Program (PDP) and Preferred Diabetic Supply Program (PDSP)
<b>Office of Health Insurance Programs (OHIP) Policy Unit</b> (518) 473-2160 <a href="mailto:pffs@health.ny.gov">pffs@health.ny.gov</a>	CGM coverage guidelines
<b>eMedNY</b> 1-800-343-9000 <a href="http://www.emedny.org">www.emedny.org</a>	ePACES, claims billing, provider enrollment, and provider training materials
<b>Medicaid Update NYRx Special Edition Part 3 (March 2023)</b> <a href="https://www.health.ny.gov/health_care/medicaid/program/update/2023/docs/mu_no4_mar23_speced_pr.pdf">https://www.health.ny.gov/health_care/medicaid/program/update/2023/docs/mu_no4_mar23_speced_pr.pdf</a>	Billing and PA for medical supplies and enteral products