

January 3, 2014

Attention Pharmacies:

A recent system enhancement to send fee for service Medicaid and plan enrollment information to eMedNY from the NY State of Health Marketplace (Insurance Exchange) resulted in approximately 15,000 individuals' eligibility records not appearing in ePACES/eMedNY. We anticipate the bulk of the records will be transferred to eMedNY by mid-January. Many of these individuals have received Medicaid benefit cards for coverage effective in January 2014 and/or health plan cards with coverage effective February 2014, but their pharmacy claims are likely being denied.

When a member is in need of their prescriptions but their information is not yet in eMedNY, the pharmacy may call the CSC Help Desk Line at **1-800-343-9000** to confirm the individual's enrollment and to obtain the Client Identification Number (CIN). In some instances, the NYS Department of Health may reach out to a pharmacy to confirm coverage for an individual in need of a prescription.

Please note that once the records are corrected and the information is available in ePACES/eMedNY, pharmacies will have the ability to bill eMedNY using the CIN.