



Department
of Health

Medicaid NYRx

Update: Medicare Coordination of Benefits Billing for Lifescan Diabetic Supplies at the Pharmacy

Effective January 1, 2025, LifeScan diabetic supplies (One Touch) were removed from the Preferred Diabetic Supply Program. With this change, providers should make every effort to switch members to a preferred product on the Preferred Diabetic Supply List. Preferred products can be found here:

<https://newyork.fhsc.com/providers/diabeticsupplies.asp>

As a reminder, New York State Medicaid is the payor of last resort and providers are required to bill applicable third parties before Medicaid. If a switch from the Lifescan product cannot be made, you can request a review of the claim for payment. This consideration will be made if there are formulary limitations with the primary payor and it is not possible to switch the members test strip to a preferred product.

- The Pharmacy provider may fill out the following form and submit it to the Department for review: <https://forms.office.com/g/pKWfRMLTqP>. Approvals will be faxed back to the pharmacy. If you are unable to submit the form electronically you may also print the form and fax it to NYRx at (518)-473-5508. We will return a fax response within 3 business days.
- Providers may also call General Dynamics at (800) 343-9000 to obtain an approval.

Questions and Information:

- The NYRx Pharmacy List of Reimbursable Drugs is found here: <https://www.emedny.org/info/formfile.aspx>
- The member website, including a tool to find covered drugs is found here: <https://member.emedny.org/pharmacy/search-drugs>
- Claims processing questions should be directed to the eMedNY Call Center at (800) 343-9000.
- NYRx coverage and policy questions should be directed to the Medicaid Pharmacy Policy Unit by telephone at (518) 486-3209 or by email at NYRx@health.ny.gov.

Additional Resources:

Preferred Diabetic Supply Program

<https://newyork.fhsc.com/providers/diabeticsupplies.asp>

NYRx Preferred Diabetic Supply Program Update: LifeScan Products

https://newyork.fhsc.com/downloads/providers/NYRx_provider_notification_20250101.pdf

Reminder: Medicaid Requires Coordination of Benefits

https://www.health.ny.gov/health_care/medicaid/program/update/2021/no13_2021-11.htm#cob