

# NYRx Electronic Prior Authorization via CoverMyMeds: Available Starting July 15, 2025

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July 1, 2025

## Electronic Prior Authorization Submission

Effective **July 15, 2025**, NYRx, the Medicaid Pharmacy Program, will accept electronic prior authorization (ePA) requests via CoverMyMeds® in addition to the current phone and fax submission methods.

CoverMyMeds streamlines the prior authorization process by guiding prescribers through required clinical questions, which can lead to real-time approval when clinical criteria are met.

Through this platform, prescribers will be able to:

- Submit prior authorizations electronically, with the opportunity for real-time approval if clinical criteria are met.
- Upload necessary supporting documentation.
- Track request status in real-time.

Additionally, pharmacy providers who utilize CoverMyMeds will have the opportunity to initiate medication ePA requests on behalf of the member for completion by the prescriber. CoverMyMeds will direct the case to the prescriber's queue and prompt them to complete and submit the ePA to NYRx.

## What Pharmacy Providers and Prescribers Need to Do

- Register for the NYRx Education & Outreach live webinar reviewing ePA submissions through CoverMyMeds.
  - Webinars are available Tuesdays and Thursdays at 12:00 PM ET beginning July 1, 2025.
  - To register, please select a session:
    - [July 1, 2025](#)
    - [July 3, 2025](#)
    - [July 8, 2025](#)
    - [July 10, 2025](#)
    - [July 15, 2025](#)
    - [July 17, 2025](#)

- Review [Three Ways to Submit a Prior Authorization to NYRx, the Medicaid Pharmacy Program](#).
- Review the [Quick Guide to CoverMyMeds Prior Authorization Requests](#) to become familiar with the process.
- Visit the [CoverMyMeds Log In](#) page to create an account, complete your profile, and explore the platform.

**Note:** Please ensure that all information in your profile is accurate. It is also recommended that if you utilize an authorized agent for PA submissions, to ensure their profiles are validated with the Prescriber NPI.

- Reach out to NYRx Education & Outreach team if you have questions or would like to learn more about how to submit ePA submissions via CoverMyMeds.

## Resources

- [CoverMyMeds Website](#)
- [NYRx Education & Outreach Website](#)
- [NYRx Prior Authorization Submission Guide](#)
- [Quick Guide to CoverMyMeds Prior Authorization Requests](#)
- [Three Ways to Submit a Prior Authorization to NYRx, the Medicaid Pharmacy Program](#)

## Contact Information

For questions related to CoverMyMeds technical support, contact the CoverMyMeds Call Center by phone at 866-452-5017 or by live chat at [covermymeds.com](https://covermymeds.com) from 8:00 AM to 8:00 PM ET, Monday through Friday, excluding holidays.

For questions related to NYRx, contact the NYRx Education & Outreach Call Center by phone at 1-833-967-7310 or by email at [NYRxEO@primetherapeutics.com](mailto:NYRxEO@primetherapeutics.com) from 8:00 AM to 5:00 PM ET, Monday through Friday, excluding holidays.