

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

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July 15, 2025

## Electronic Prior Authorization Submission

Starting today, **July 15, 2025**, NYRx, the Medicaid Pharmacy Program, accepts electronic prior authorization (ePA) requests via CoverMyMeds® in addition to the current phone and fax submission methods. Prescribers should consider this alternative option as an effective and efficient way to request a PA other than by phone or by fax.

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 are 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 have the opportunity to initiate medication ePA requests on behalf of the member for completion by the prescriber. CoverMyMeds directs the case to the prescriber's queue and prompts them to complete and submit the ePA to NYRx.

## What Pharmacy Providers and Prescribers Need to Do

- NYRx Electronic Prior Authorization via CoverMyMeds NYRx Education & Outreach webinar will be held live on July 17, 2025. Registration is required. To register, click [here](#).
- 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 ePA 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.