

PAXpress User Manual

v1.0



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Preface

Purpose and Scope

PAXpress® is designed for providers to request a prior authorization (PA) from New York State Medicaid. This manual is designed specifically for providers to explain the following steps in using the PAXpress application:

- Logging in
- Requesting a Pharmacy PA
- Requesting a Practitioner Administered Drug (PAD) PA
- Understanding the PA request results

Each section includes screenshots, field definitions, and instructions on how to perform the various tasks.

Document Conventions

- The terms “you” and “user” in this document refer to the PAXpress users.
- Menus, menu options, tabs, fields, drop-down list options, buttons, links, sections, and page names appear in **bold** font.
- A Note, representing additional information related to a topic or concept, is presented in the following style:

 This is a note.

Audience

This user manual is intended for New York State (NYS) Medicaid-enrolled prescribers.

Application Requirements

The New York State Department of Health (NYS DOH) requires that all providers have an active account with the electronic Provider Assisted Claim Entry System (ePACES), a component of the electronic Medicaid system of New York, eMedNY.

 An Electronic Transmitter Identification Number (ETIN) must be obtained prior to enrollment.

The requirements for using ePACES and PAXpress include:

- An internet browser supporting 128-bit encryption with JavaScript and cookies enabled – Microsoft Edge, Firefox, Chrome, or Safari.



- Operating systems – Microsoft Windows, Mac OS, or Linux

To take advantage of ePACES, providers need to follow an enrollment process. Additional enrollment information is available at www.emedny.org or by selecting this link:

https://www.emedny.org/HIPAA/QuickRefDocs/ePACES-Enrollment_Overview.pdf

Resources

For questions pertaining to PAXpress application functionality or ePACES enrollment, call the eMedNY Call Center at 1-800-343-9000.

For questions related to clinical criteria parameters and requirements for drugs subject to prior authorization, call the NYRx Pharmacy Prior Authorization Call Center at 1-877-309-9493.

Chapter 1 – Accessing the PAXpress Application

To access the application:

1. Go to www.emedny.org.
2. Select **PAXpress®** from the list on the right side of the page:



Figure 1. eMedNY Site

Additionally, you can access PAXpress by using the following links:

- <https://newyork.fhsc.com> - Select the **PAXpress** link from the **Quick Links** menu tab.
- <https://epaces.emedny.org/>
- <https://paxpress.nypa.hidinc.com>

The PAXpress home page opens:

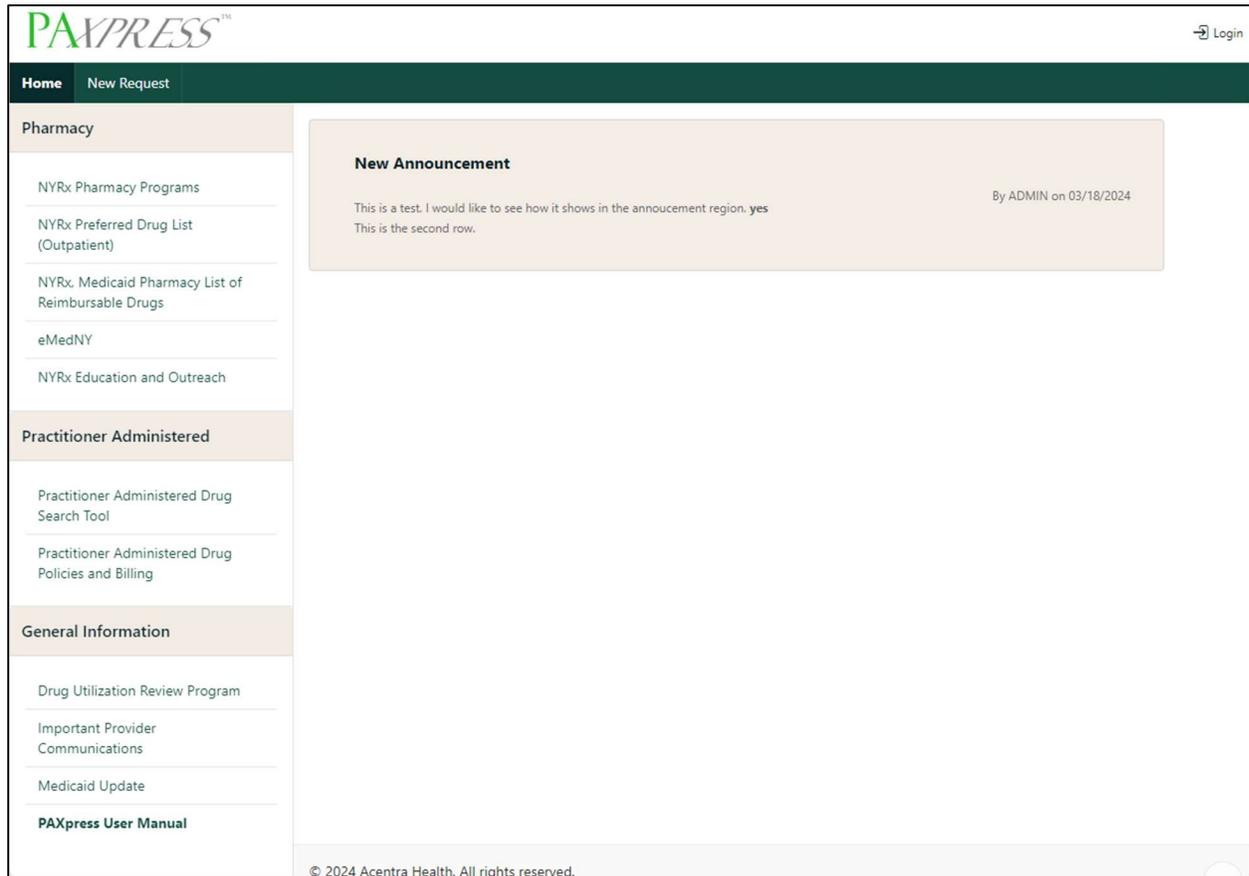


Figure 2. PAXpress Home Page

This page contains four sections:

- **Pharmacy:** this section contains links to pharmacy sites of interest for providers.
- **Practitioner Administered:** this section contains links to commonly used practitioner administered sites.
- **General Information:** this section contains important general information links like Medicaid updates and provider communications.
- **Announcement:** this section displays announcements related to the PAXpress application, such as program modifications and additions of new criteria.

To login to PAXpress:

1. Select **Login** or **New Request**.

The **Login** page opens:

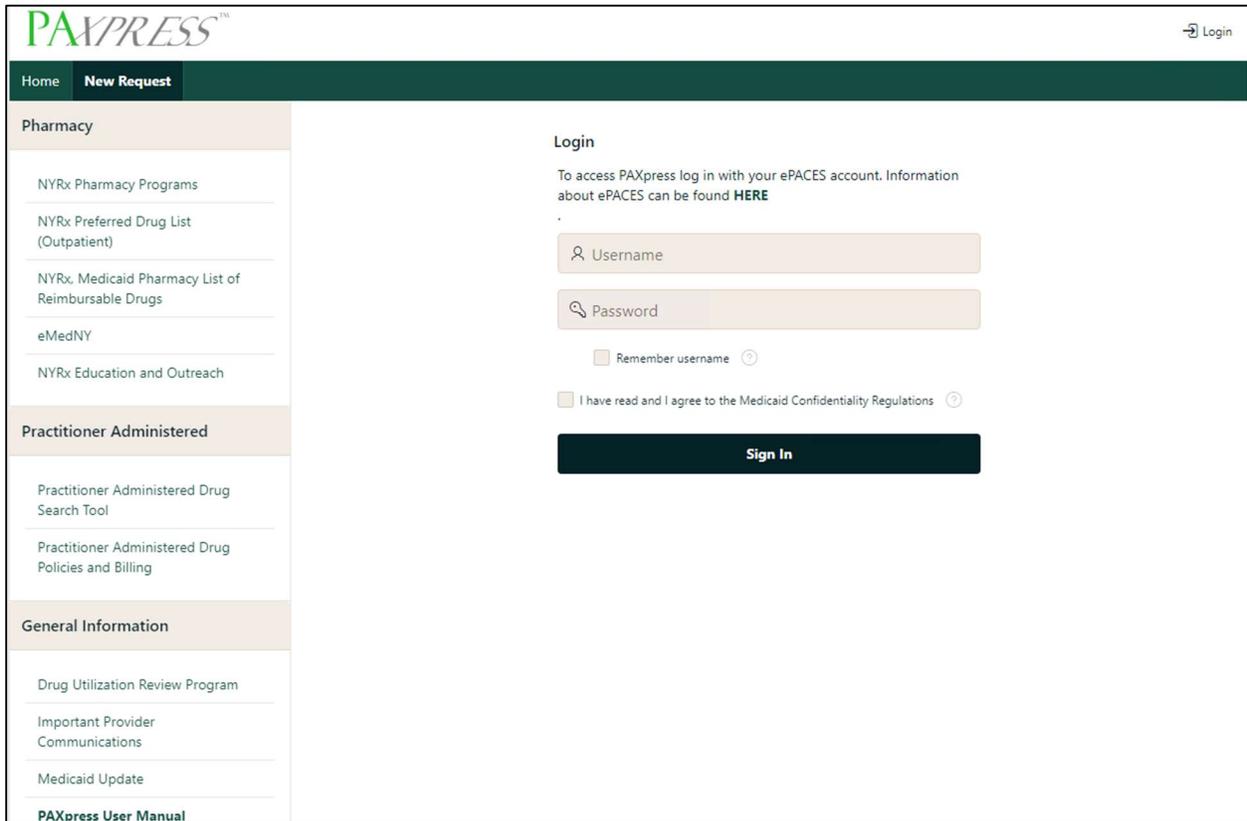


Figure 3. Login Page

2. Enter your ePACES User ID in the **Username** field and your password in the **Password** field. Only ePACES User IDs that are attached to a prescribing provider can be used to enter prior authorization requests via PAXpress.

If you need additional help or information regarding ePACES, select the **HERE** link above the login fields.

3. Select the checkbox to indicate adherence to Medicaid confidentiality regulations.

 The Medicaid confidentiality checkbox must be selected before signing in. PAXpress will retain the username if this checkbox is not selected; however, the password must be re-entered. Contact the eMedNY Call Center at 800-343-9000 if you encounter trouble logging into the PAXpress system.

4. Select **Sign In**.

The **Search for Client** page opens.

Chapter 2 – Searching for Clients

Prior to submitting a Pharmacy PA or PAD Request, you must first search for the client in PAXpress. The sections below outline the pages you will use when searching for clients. Please refer to them for more page-specific details.

2.1 Search for Client Page

The **Search for Client** page allows you to search the system for existing clients.

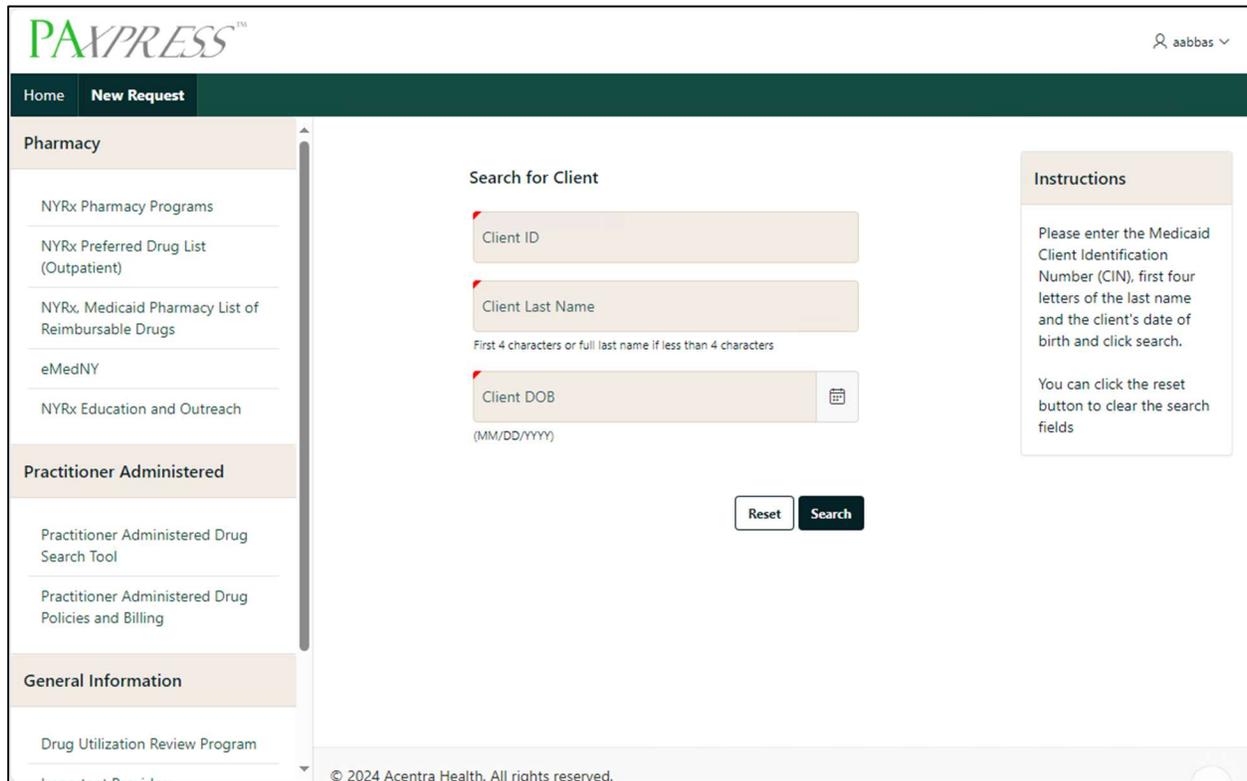


Figure 4. Search for Client Page

All fields marked with an asterisk (*) are required. If any of the required fields are left blank, fail field validations, or do not match the system information found for the client, error messages display as shown in this example:

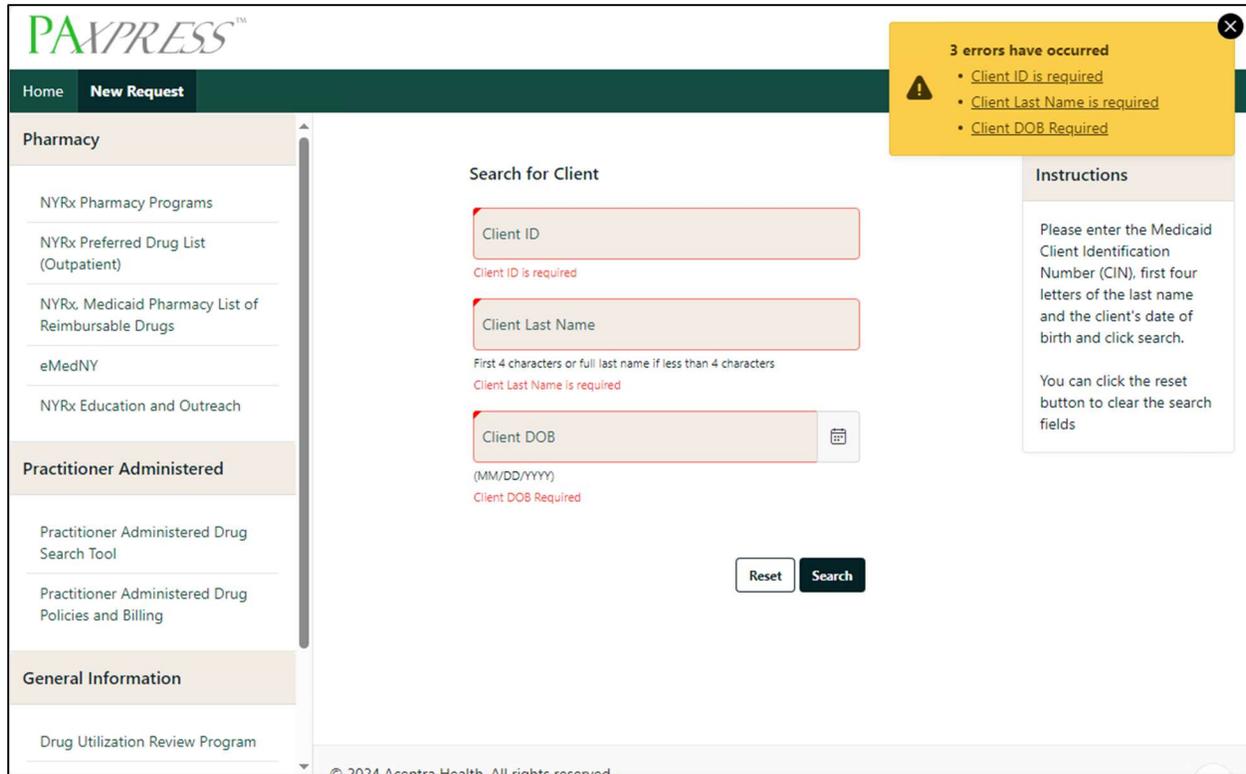


Figure 5. Search for Client Page - Errors

2.1.1 Fields and Buttons

Table 1 lists the fields or buttons on the page and how to complete them.

Table 1. Fields and Buttons – Search for Client Page

Field or Button	Description
Client ID	Enter the Client Identification Number (CIN) found on the client’s Medicaid card in the following format: AA12345A (Two alpha + five numeric + one alpha)
Client Last Name	Enter either the first four alpha characters or the full last name of the client if less than four characters.
Client DOB	Enter the date of birth of the client in MM/DD/YYYY format or select a specific date from the date selection picker. A drop-down list for the month and year will be available for selection.
Reset	This button clears all previously entered search criteria.
Search	Once selected, the system validates the search criteria and determines if there is a matching client in the system.

2.2 Client Search Results

A valid client must be found in order to create a PA. Errors will display if any of the required fields are entered incorrectly.

If the client is found, you will see the returned search record with the client's name, CIN, date of birth, and gender, along with the PA request buttons:

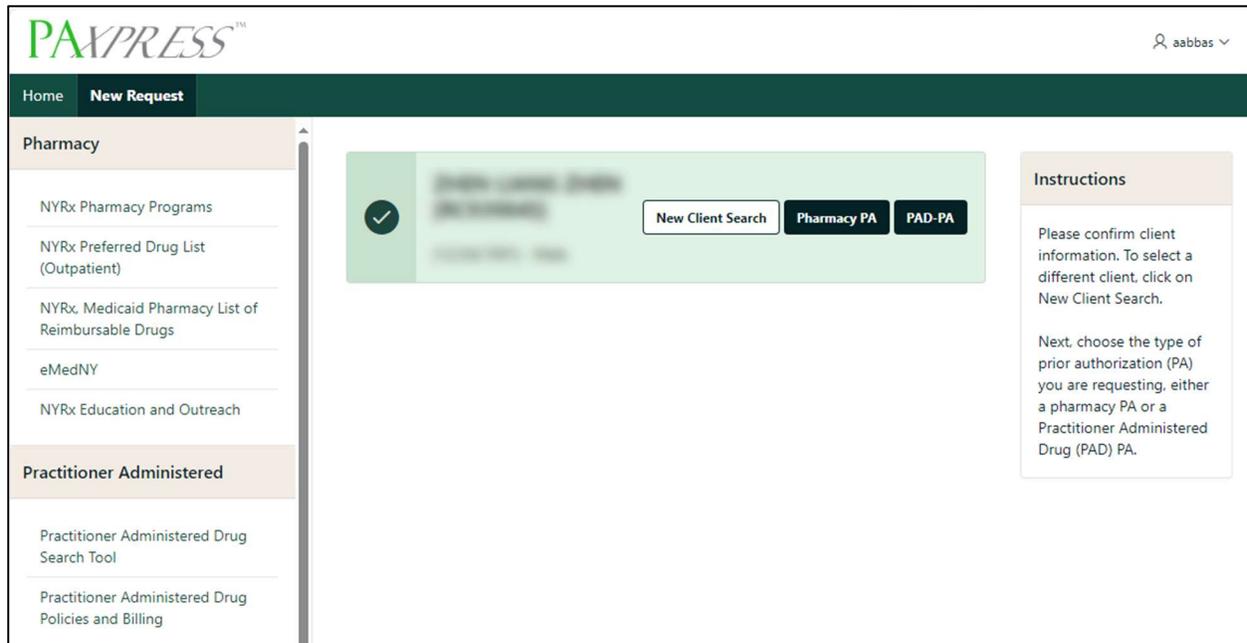


Figure 6. Returned Client Record

If a client has existing PAD PAs with a current status of “Approved”, you will see them listed below the client details, as shown in Figure 7. Please note that this table only includes PAD PAs obtained via PAXpress.

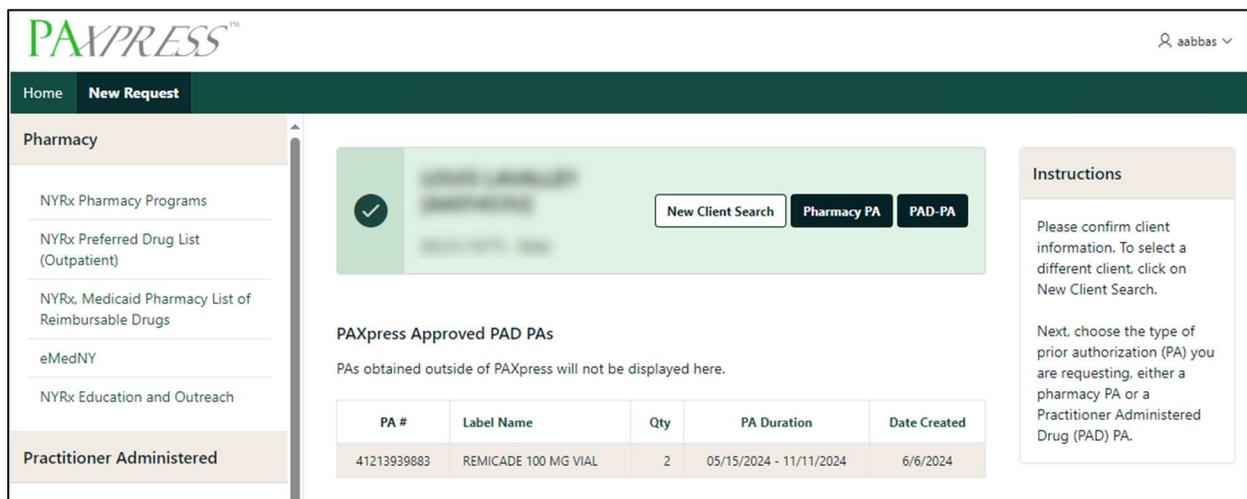


Figure 7. PAXpress Approved PAD PAs

If the system does not find a match, you will receive a “Client Not Found” error:

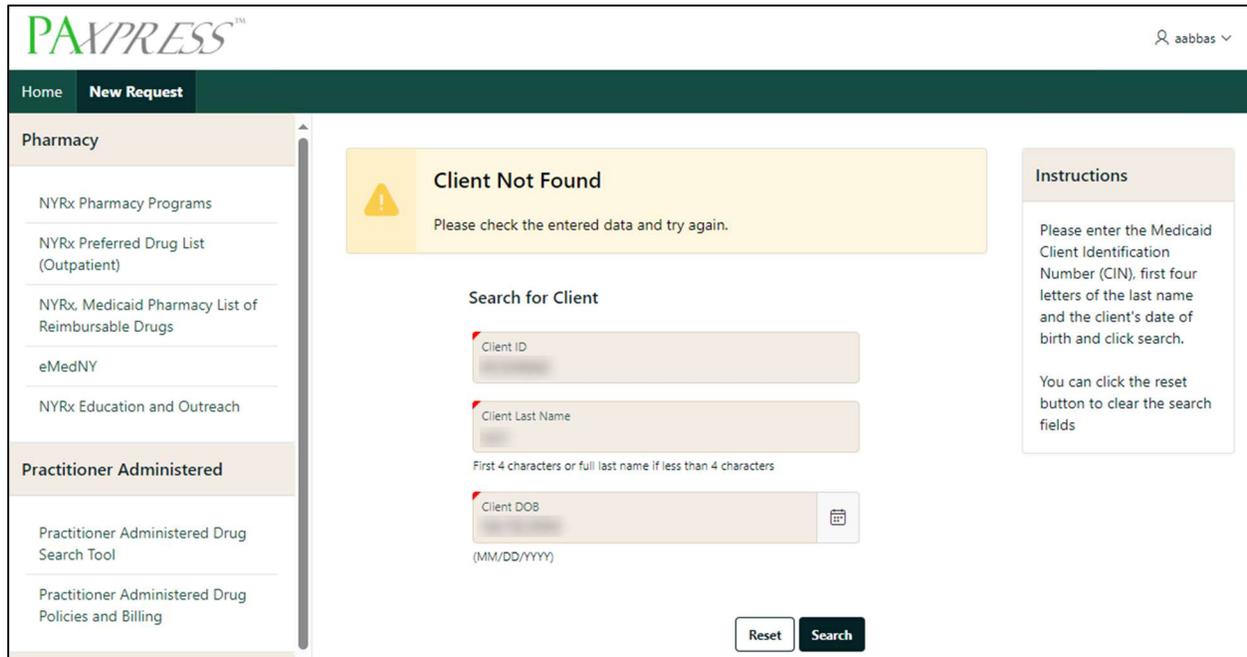


Figure 8. Client Not Found Error

2.2.1 Fields and Buttons

Table 2 lists the fields or buttons on the page and how to complete them.

Table 2. Fields and Buttons – Client Search Results

Field or Button	Description
New Client Search	This button returns you to the PA Request Client Information page so you can start a new search.
Pharmacy PA	This button opens the Pharmacy PA Request page.
PAD-PA	This button opens the PA Details section for a Physician Administered Drug (PAD) Request.

Chapter 3 – Creating a Pharmacy PA Request

Pharmacy PAs are created for medications covered under the pharmacy benefit and are processed by a Medicaid-enrolled pharmacy.

To start a new Pharmacy PA Request:

1. Select **New Request** at the top of the home page.
The **Search for Client** page opens.
2. Complete the required fields and select **Search** to search for an existing client. Refer to *Chapter 2 – Searching for Clients* for more information if needed.
3. When the existing client is found, select **Pharmacy PA**.
The **Pharmacy PA Request** page opens.
4. Complete the required fields about the prescription. When finished, select **Request PA**.
You will see the **PA Request** dialog confirming the information you entered is correct.
5. After reviewing the details, select **Confirm** in the dialog.
The request is submitted, and you will see an approval or denial.

The sections below outline the pages you will use during the Pharmacy PA Request process. Please refer to them for more page-specific details.

3.1 Pharmacy PA Request

After PAXpress successfully validates the entered client information, select **Pharmacy PA**. The **Pharmacy PA Request** page displays:

Figure 9. Pharmacy PA Request Page

All fields marked with an asterisk (*) must be populated or an error will occur.

3.1.1 Fields and Buttons

Table 3 lists the fields or buttons on the page and how to complete them.

Table 3. Fields and Buttons – Pharmacy PA Request Page

Field or Button	Description
New Client Search	Selecting this button initiates a new client search.
Prescriber	<p>This drop-down list displays all prescribers associated to the logged in user. List entries are displayed in the following format: Prescriber Full Name [Prescriber NPI].</p> <p>Select the arrow to view the drop-down list and use the up and down arrow keys to navigate. Then, select the appropriate prescriber.</p> <p>Note: If the desired prescriber is not found, enroll the prescriber in ePACES with the ETIN that is currently enrolled with the User ID.</p>
Drug	This drop-down list displays a list of drug names in alphabetical order. Select the arrow to view the drop-down list. Type at least the first three

Field or Button	Description
	<p>characters of the drug name. For example, typing “oxy” in the search field generates a list of drug names that begin with “oxy.” Select the appropriate drug from the list.</p> <p>If applicable, the Therapeutic Equivalent Drugs list will be populated with a list of all associated Label Names for the Generic Code Number(s) of the Label Name entered in the Drug field. You have the option to select one of the values in the Therapeutic Equivalent Drugs list, which will replace the value of the previously selected Label Name in the Drug field.</p>
Therapeutic Equivalent Drugs	<p>This drop-down list displays only when applicable to the Drug you select. This list will be populated with all associated Label Names for the Generic Code Number(s) of the Label Name entered in the Drug field. You have the option to select one of the values from the Therapeutic Equivalent Drugs list, which will replace the value of the previously selected Label Name in the Drug field.</p>
Quantity (Single Fill)	<p>Enter the quantity requested for a single fill. (emedny.org/info/formfile.aspx)</p>
Days Supply (Single Fill)	<p>Enter the number of days’ supply requested for a single fill. Be sure you calculate the correct number of days based on the Quantity you enter.</p>
Back	<p>Selecting this button returns you to the Client Search Results page.</p>
Reset	<p>Selecting this button clears all previously entered information on the page. The client information is still retained by the application.</p>
Request PA	<p>Once all required fields have been completed, select this button.</p>

3.2 PA Request Dialog

Once you enter and request the Pharmacy PA, a dialog message displays for you to confirm the information entered is correct:



Figure 10. PA Request Dialog – Cancel or Confirm

Select **Cancel** or **Confirm** accordingly.

If you do not enter the required information and try to submit the request, you will receive an error:



Figure 11. PA Request Dialog – Failed Validation

Close the **PA Request** dialog and ensure you have entered all the required fields.

Chapter 4 – Creating a PAD Request

A PAD PA is created for medications covered under the medical benefit and administered by a practitioner.

To start a new PAD Request:

1. Select **New Request** at the top of the home page.
The **Search for Client** page opens.
2. Complete the required fields and select **Search** to search for an existing client. Refer to *Chapter 2 – Searching for Clients* for more information if needed.
3. When the existing client is found, select **PAD-PA**.
The **Practitioner Administered Drug (PAD) PA Request** page opens.
4. Complete the required fields about the prescription. When finished, select **Request PA**.
You will see the **PA Request** dialog confirming the information you entered is correct.
5. After reviewing the details, select **Confirm** in the dialog.
The request is submitted, and you will see an approval or denial.

4.1 PAD PA Request Page

After PAXpress successfully validates the entered client information, select **PAD-PA**. The **Practitioner Administered Drug (PAD) PA Request** page displays:

Figure 12. PAD PA Request Page

4.1.1 Fields and Buttons

Table 3 lists the fields or buttons on the page and how to complete them.

Table 4. Fields and Buttons – PAD PA Request Page

Field or Button	Description
New Client Search	Selecting this button initiates a new client search.
Prescriber	<p>This drop-down list displays all prescribers associated to the logged in user. List entries are displayed in the following format: Prescriber Full Name [Prescriber NPI].</p> <p>Select the arrow to view the drop-down list and use the up and down arrow keys to navigate. Then, select the appropriate prescriber.</p> <p>Note: If the desired prescriber is not found, enroll the prescriber in ePACES with the ETIN that is currently enrolled with the User ID.</p>
Drug	<p>This drop-down list displays a list of drug names in alphabetical order.</p> <p>Select the arrow to view the drop-down list. Type at least the first three characters of the drug name. For example, typing “oxy” in the search field</p>

Field or Button	Description
	<p>generates a list of drug names that begin with “oxy.” Select the appropriate drug from the list.</p> <p>After selecting the drug, you will see additional view-only fields: Drug Strength and Package Size and Billing Unit Type.</p> <p>If applicable, the Therapeutic Equivalent Drugs list will be populated with a list of all associated Label Names for the Generic Code Number(s) of the Label Name entered in the Drug field. You have the option to select one of the values in the Therapeutic Equivalent Drugs list, which will replace the value of the previously selected Label Name in the Drug field.</p>
Therapeutic Equivalent Drugs	<p>This drop-down list displays only when applicable to the drug you select. This list will be populated with all associated Label Names for the Generic Code Number(s) of the Label Name entered in the Drug field. You have the option to select one of the values from the Therapeutic Equivalent Drugs list, which will replace the drug you selected in the Drug field.</p>
Quantity (Single Fill)	<p>Enter the quantity requested per single administration. For additional information please visit the Practitioner Administered Drug Search Tool (https://www.emedny.org/info/pad/)</p>
Days Supply (Single Fill)	<p>Enter the number of days’ supply requested for a single fill.</p>
Date of PA Request	<p>Enter the date of the PA request. This cannot be a future date.</p>
Back	<p>Selecting this button returns you to the Client Search Results page.</p>
Reset	<p>Selecting this button clears all previously entered information on the page. The client information is still retained by the application.</p>
Request PA	<p>Once all required fields have been completed, select this button.</p>

4.2 PA Request Dialog

Refer to section 3.2 for details.

Chapter 5 – PA Creation Results

PAXpress performs a validation check to ensure the requested drug requires a prior authorization. There are four possible outcomes, detailed in the sections below:

- Request Approved – PA was required but all required criteria was found in member's medical claim history
- Existing Open PA
- PA Not Required
- Request Not Approved – PA is required but required criteria is not found in member's medical claim history

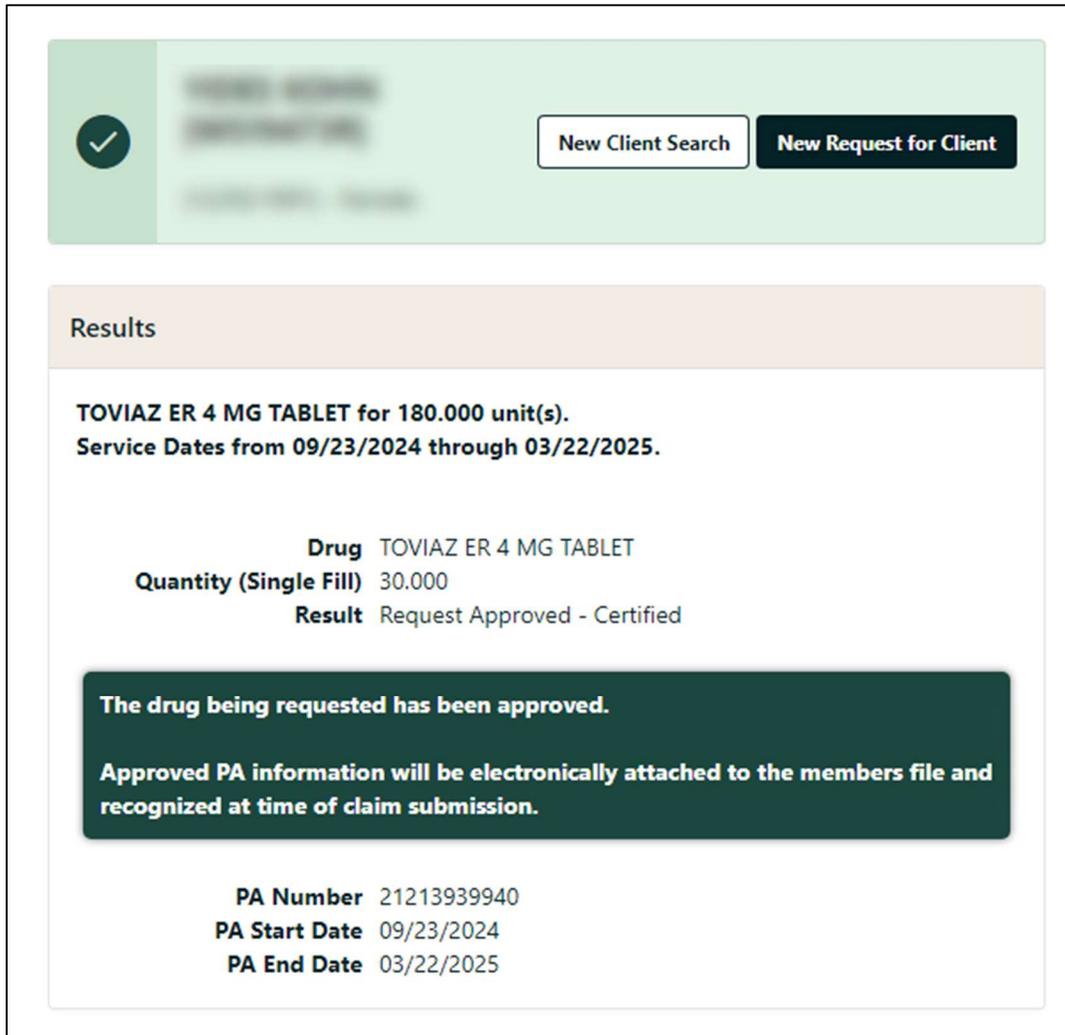
In addition, new PAs for the current client may be requested from any of the four results using the **New Request for Client** button that appears in the client information box. PAXpress will return to the **Client Search Results** (see Section 2.2) with the current client's information already populated.

The results displays the following details:

- Drug
- Total PA quantity approved
- Service dates
- Quantity (single fill)
- Result (approval or denial)
- A response message related to the result type
- PA number
- PA start date and end date
- Rejection reason(s) (for denied, duplicate, and non-required PAs only)

5.1 Approved PA Results

If the prior authorization request is approved, you will receive an approval message in the **Results** section:



The screenshot displays the 'Results' section of the PAXpress interface. At the top, there is a green header bar with a checkmark icon on the left and two buttons: 'New Client Search' and 'New Request for Client'. Below the header, the 'Results' section is highlighted in a light orange color. The main content area shows the following information:

- TOVIAZ ER 4 MG TABLET for 180.000 unit(s).**
- Service Dates from 09/23/2024 through 03/22/2025.**
- Drug:** TOVIAZ ER 4 MG TABLET
- Quantity (Single Fill):** 30.000
- Result:** Request Approved - Certified

A dark green callout box contains the following text:

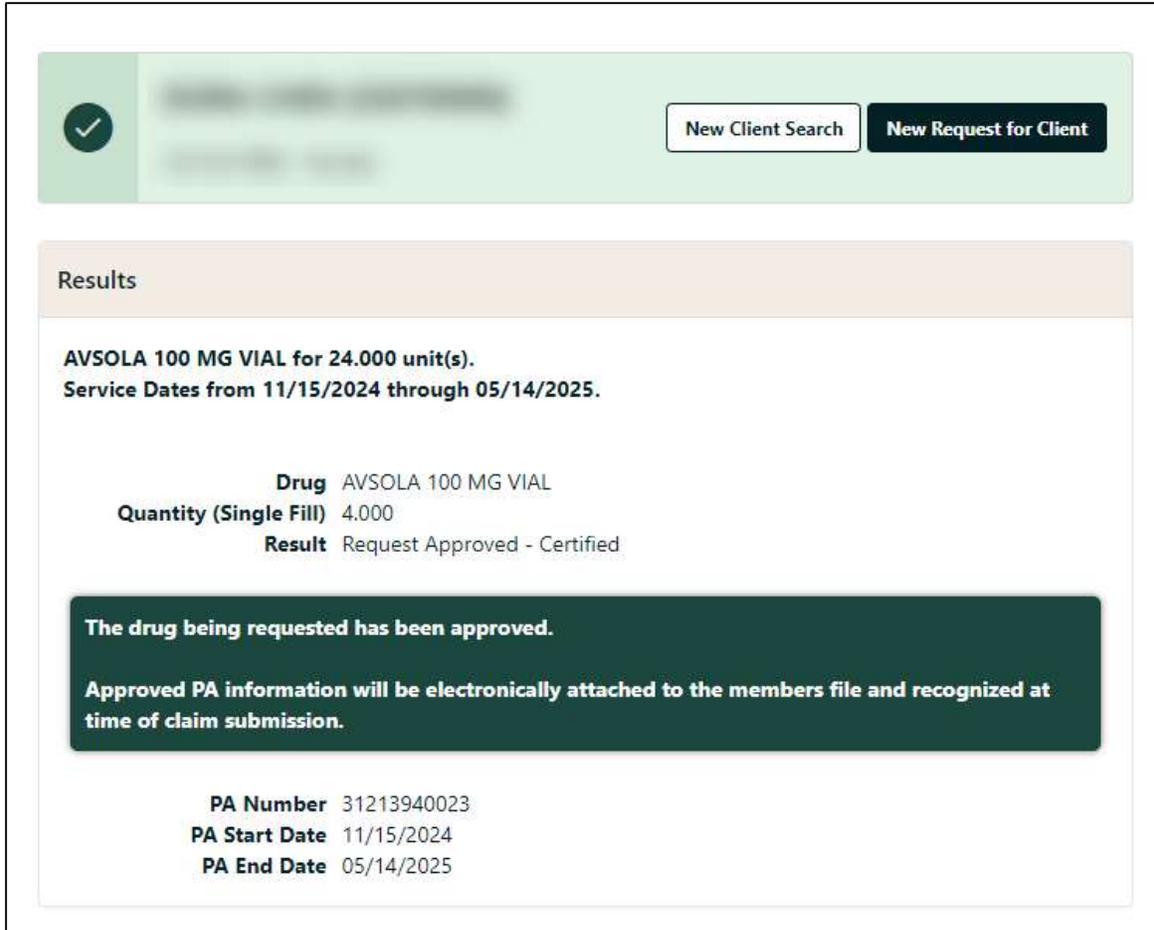
The drug being requested has been approved.
Approved PA information will be electronically attached to the members file and recognized at time of claim submission.

At the bottom, the following details are listed:

- PA Number:** 21213939940
- PA Start Date:** 09/23/2024
- PA End Date:** 03/22/2025

Figure 13. Results – Approved Pharmacy PA Request

For an approved Pharmacy PA, the Prescriber may advise clients that the drug has been approved for fill at a Medicaid-enrolled pharmacy of their choice.



✓

New Client Search New Request for Client

Results

AVSOLA 100 MG VIAL for 24.000 unit(s).
Service Dates from 11/15/2024 through 05/14/2025.

Drug AVSOLA 100 MG VIAL
Quantity (Single Fill) 4.000
Result Request Approved - Certified

The drug being requested has been approved.
Approved PA information will be electronically attached to the members file and recognized at time of claim submission.

PA Number 31213940023
PA Start Date 11/15/2024
PA End Date 05/14/2025

Figure 14. Results – Approved PAD PA Request

5.2 Existing Open PA

If the prior authorization request already exists or is a duplicate PA for the drug being requested for the client, the **Rejection Reason(s)** in the **Results** section will show “Existing open PA”:

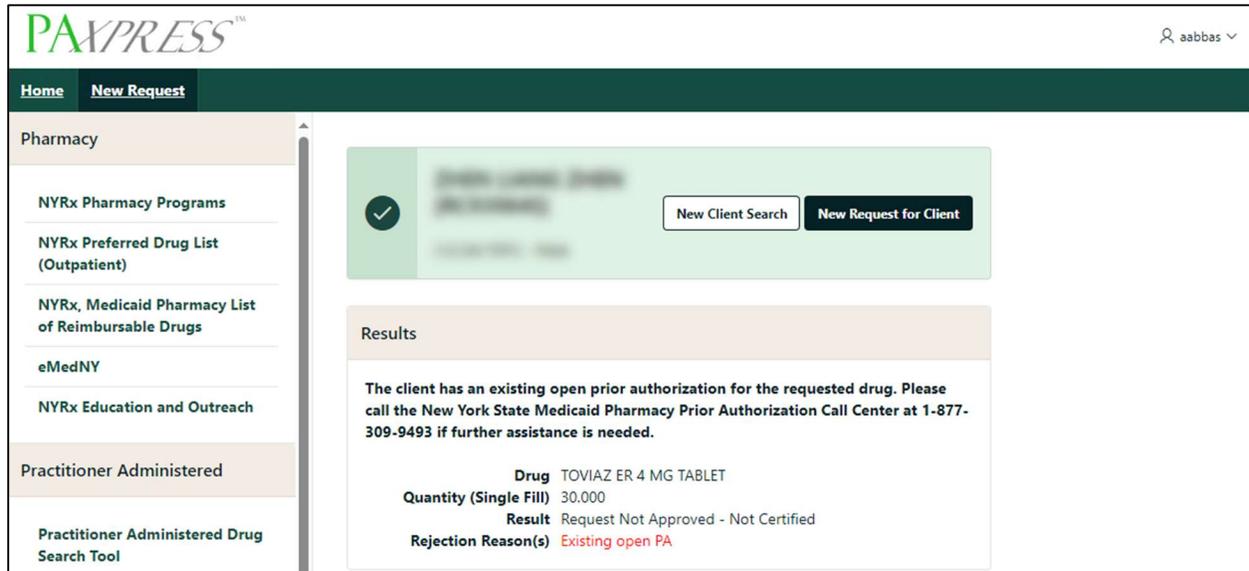


Figure 15. Results – Existing Open PA

5.3 PA Not Required

If the drug does not require a prior authorization, the **Rejection Reason(s)** in the **Results** section will show “Drug does not require a prior authorization.” You will also see a link to the New York State Medicaid Pharmacy Prior Authorization Program if you need any additional information or assistance.

The screenshot shows the PAXpress web application interface. On the left is a navigation menu with categories like 'Pharmacy' and 'Practitioner Administered'. The main content area has a header with 'Home' and 'New Request' tabs. Below the header, there's a green box with a checkmark icon and buttons for 'New Client Search' and 'New Request for Client'. The 'Results' section contains a message: 'The drug being requested does not require a prior authorization to be dispensed. If additional information is required, please refer to the New York State Medicaid Pharmacy Prior Authorization Program at <https://newyork.fhsc.com/>'. Below this, the drug details are listed: Drug: LISINOPRIL 20 MG TABLET, Quantity (Single Fill): 30.000, Result: Request Not Required, and Rejection Reason(s): Drug does not require a prior authorization.

Figure 16. Results – PA Not Required

5.4 Request Not Approved – Not Certified

If the prior authorization request is denied, the **Rejection Reason(s)** in the **Results** section will show the reasons and failure codes like in the example in Figure 17. You will also see a message providing additional resources for assistance like the link to the NYRx Preferred Drug List and a phone number for the call center.

The screenshot shows the PAXpress web application interface. On the left is a navigation menu with categories like 'Pharmacy' and 'Practitioner Administered'. The main content area has a header with 'Home' and 'New Request' tabs. Below the header, there's a green box with a checkmark icon and buttons for 'New Client Search' and 'New Request for Client'. The 'Results' section contains a message: 'The drug being requested is non-preferred or requires additional information. Please refer to the [NYRx Preferred Drug List](#) or call the NYRx Pharmacy Prior Authorization Call Center at 1-877-309-9493 if further assistance is needed.' Below this, the drug details are listed: Drug: HUMIRA 40 MG/0.8 ML SYRINGE, Quantity (Single Fill): 2.000, Result: Request Not Approved - Not Certified, and Rejection Reason(s): Required Diagnosis Criteria Failure (75RD) and Step Therapy or Preferred Product Required (75AT).

Figure 17. Results – Request Not Approved – Not Certified

When a Pharmacy PA request is denied, users can modify the submitted request by selecting **Modify Request for Client**.

5.4.1 Modify Request

The **Modify Request for Client** button will only display if the Pharmacy PA request was denied with any one of the following rejection codes, or if any one of the following rejection codes is used in conjunction with other rejection codes:

- 75UD - Units Per Day or Days Supply Criteria Failure
- 75MQ - Maximum Quantity Criteria Failure
- 75MD - Duration Criteria Failure
- 75UF - Units Per Fill or Units Per 30 Days Criteria Failure

 The **Modify Request for Client** button will not display for other rejection reasons such as “Step Therapy Or Preferred Product Required (75AT)” or “Units Per Day Alt2 – use higher strength (75A2).”

If the request can be modified, as shown in the example in <>, select **Modify Request for Client**.

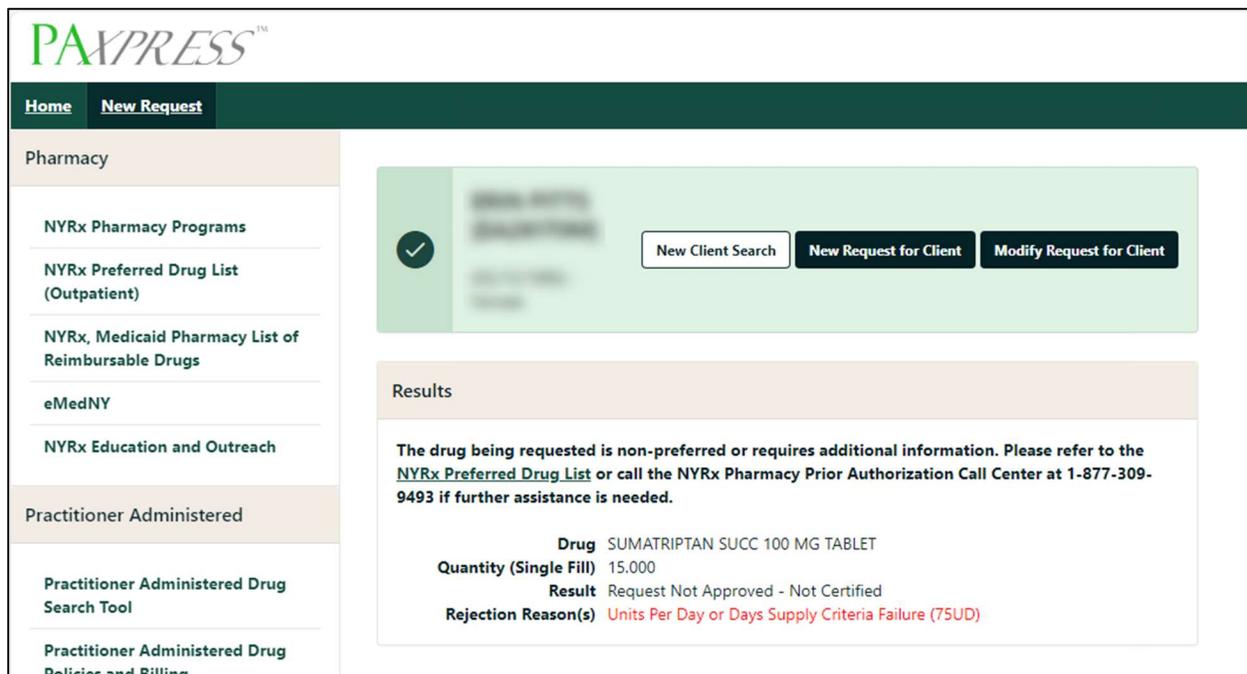


Figure 18. Results – Modify Pharmacy PA Request for Client

Selecting **Modify Request for Client** takes you back to the request page where you can update the details and resubmit.

Chapter 6 – Acronyms

This section provides definitions for document-specific acronyms in the following format: Entries will be listed in alphabetical order, and items beginning with numbers will come first.

Table 5. Acronyms

Acronym	Definition
CIN	Client Identification Number
DOB	Date of Birth
DOH	Department of Health
ePACES	Electronic Provider Assisted Claim Entry System
ePHI	Electronic Protected Health Information
ETIN	Electronic Transmitter Identification Number
HIPAA	Health Insurance Portability and Accountability Act
HITECH	Health Information Technology for Economic and Clinical Health
ID	Identification
NPI	National Provider Identifier
NYS	New York State
OS	Operating System
PA	Prior Authorization
PAD	Practitioner Administered Drug

Appendix A – HIPAA Security and Privacy

Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that protects health insurance coverage for workers and their families when they change or lose employment. It includes the Privacy Rule (enacted April 14, 2003), which establishes regulations for the use and disclosure of Protected Health Information (PHI), the Security Rule (enacted April 25, 2005), which addresses electronic PHI (ePHI) and establishes the requirements to protect the confidentiality, integrity and availability of PHI created, maintained and transmitted in electronic format, and Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH) which strengthens the HIPAA regulations. HIPAA is intended to:

- Provide better access to health insurance.
- Limit fraud and abuse.
- Reduce the administrative costs of providing health care.
- Standardize the content and format of electronic health care transactions and promote their use.
- Ensure privacy and security of paper and electronic PHI.

Under HIPAA, users are to:

- Utilize unique user id and passwords for each user.
- Share PHI with co-workers who have a “need to know” and the appropriate access.
- Discuss PHI in private areas, not in public areas or in telephone conversations that can be easily overheard by others.
- Keep and protect written and electronic health information from the eyes of others who do not need the information in order to perform their assigned jobs.
- Make sure that casual visitors cannot wander into areas in which clinical or billing information is kept.
- Know when a person’s PHI can be shared without the person’s permission, and when written or oral permission is required.
- Ensure that all policies or procedures for safeguarding the confidentiality of PHI or other sensitive material are followed.
- Investigate and report to the Compliance Officer or designee any incident where the acquisition, access, use or disclosure of PHI is in a manner not permitted or which compromises the security or privacy of PHI.
- Properly dispose of printed and electronic protected health information.
- Access PHI on company owned equipment in secured locations and not in public settings such as the mall or libraries.



PAXpress users are responsible for the preservation, privacy, and security of data in their possession. While using the application, the user has access to data that contains PHI and must be guarded and disposed of appropriately if downloaded by the user. As covered entities (or vendors operating on behalf of a covered entity), any inappropriate use or disclosure of PHI must be handled as prescribed in the above mentioned federal regulations.

Appendix B – Version History

Version	Date	Description
v1.0	9/25/2024	Initial rebranded publication.