



Department  
of Health

# Medicaid Eligibility Updates Part II

## PERM & MEQC Updates

Lisa Sbrana, Director  
Division of Eligibility and Marketplace Integration, OHIP, NYSDOH

Diane Farrell, Deputy Director  
Division of Eligibility and Marketplace Integration, OHIP, NYSDOH

Karen Burek, Director  
Bureau of Program Review  
Division of Eligibility and Marketplace Integration, OHIP, NYSDOH

January 26, 2023

# Payment Error Rate Measurement (PERM)

January 26, 2023

# PERM Refresher

- PERM uses a rotational approach to separately measure improper payments in Medicaid and CHIP.
- Each state is reviewed once every three years.
- New York is a Cycle 3 state.

# PERM Cycles

Cycle	PERM Review Periods	States
Cycle 1	July 2020 to June 2021 July 2023 to June 2024 July 2026 to June 2027	Arkansas, Connecticut, Delaware, Idaho, Illinois, Kansas, Michigan, Minnesota, Missouri, New Mexico, North Dakota, Ohio, Oklahoma, Pennsylvania, Virginia, Wisconsin, Wyoming
Cycle 2	July 2018 to June 2019 July 2021 to June 2022 July 2024 to June 2025	Alabama, California, Colorado, Georgia, Kentucky, Maryland, Massachusetts, Nebraska, New Hampshire, New Jersey, North Carolina, Rhode Island, South Carolina, Tennessee, Utah, Vermont, West Virginia
Cycle 3	<b>July 2019 to June 2020</b> <b>July 2022 to June 2023</b> <b>July 2025 to June 2026</b>	Alaska, Arizona, District of Columbia, Florida, Hawaii, Indiana, Iowa, Louisiana, Maine, Mississippi, Montana, Nevada, <b>New York</b> , Oregon, South Dakota, Texas, Washington

January 26, 2023

# District Corrective Actions for PERM RY 2021

- Each district with PERM eligibility findings in Reporting Year 2021 (RY 2021) was required to submit a Corrective Action Plan (CAP) to address the root cause of each finding, most of which were due to caseworker errors.
- Caseworker retraining was the primary corrective action.
- In order to determine if the corrective action was effective in reducing the number of errors, districts implemented internal monthly reviews of a sample of applicable cases.
- If monthly district reviews indicated the errors were still occurring, additional caseworker training and/or other corrective actions should have been implemented.

# District Corrective Actions for PERM RY 2021

- CMS will be conducting quarterly status meetings with Department staff.
- The first meeting is scheduled for February 1, 2023.
- The primary objectives of these CMS meetings will be ensuring that all corrective actions were implemented, as well as determining whether each corrective action was effective.
- The Department will be working in partnership with appropriate districts to ensure that New York is responsive to all CMS requests for information.
- Department staff is in the process of contacting impacted districts to request information and/or set up status calls.
- Continued cooperation is needed to ensure New York meets its “good faith” requirements.

January 26, 2023

# PERM RY 2024

- As a Cycle 3 state, New York will be included in PERM RY 2024 which examines claims paid July 1, 2022 through June 30, 2023.
- If New York's eligibility improper payment rate is over the three percent threshold in RY 2024, CMS may extrapolate the findings and reduce federal financial participation (FFP) for the entire review period.
- The disallowance amount is the percentage by which the lower limit of the state's eligibility improper payment rate exceeds the three percent threshold multiplied by the amount of FFP for the review period.

Example: A state's Medicaid eligibility improper payment rate is 8% with a confidence interval of +/-2%. Therefore, the lower limit is 6%. FFP for the PERM review period will be reduced by 3% (6% lower limit less 3% threshold).

# PERM RY 2024 Medicaid Sample Size

- CMS establishes national sample sizes for each cycle, which are distributed across the states based on expenditures, previous improper payment rates, and rate variations.
- Generally, states with higher expenditures and higher improper payment rates will have higher sample sizes.
- As expected, New York's Medicaid eligibility sample size is over 1,100 cases for RY 2024.
- This is considerably higher than RY 2021 because that sample was significantly reduced due to the Public Health Emergency (PHE).

# PERM RY 2024 Reviews

- NYS staff provided first and second quarter universe data to the CMS Statistical Contractor (SC) in October 2022 and January 2023, respectively.
- The SC will review the universe data and select Medicaid sample cases.
- The CMS Eligibility Review Contractor (ERC) expects to begin first quarter case reviews no later than mid-February 2023.

January 26, 2023

# Additional Information

CMS Website:

[www.cms.gov/PERM](http://www.cms.gov/PERM)

January 26, 2023

# Interim NYS Department of Health PERM Contact

Karen Burek

Director, Bureau of Program Review

Division of Eligibility and Marketplace Integration

[karen.burek@health.ny.gov](mailto:karen.burek@health.ny.gov)

(518) 486-1492

January 26, 2023

# Medicaid Eligibility Quality Control (MEQC)

January 26, 2023

# MEQC Timeline Refresher

- RY 2021 Planning Document approved: December 30, 2020
- RY 2021 Review Period: January 1 – December 31, 2021
- RY 2021 Final Report and CAP due: November 1, 2022
  
- RY 2024 Planning Document due: November 1, 2023
- RY 2024 Review Period: January 1 – December 31, 2024
- RY 2024 Final Report and CAP due: August 1, 2025

January 26, 2023

# Summary of MEQC RY 2021 Findings

- Findings were like those found in PERM and on previous upstate district reviews.
- MEQC Review Year 2021 (RY 2021) findings included:
  - ✓ No proof of manual notice or untimely notice
  - ✓ Incorrect TPHI deduction
  - ✓ Failure to update RFI and resources in the WMS budget
  - ✓ Incorrect category code
  - ✓ Incorrect resource threshold on auto-renewal notice (state responsibility)

# MEQC RY 2021 Corrective Action Plan

- CMS approved New York's MEQC RY 2021 CAP on October 25, 2022.
- Like PERM, caseworker retraining was the primary corrective action and internal monthly reviews were implemented to determine if the corrective action was effective in reducing the errors.
- If errors are still occurring, additional training or other corrective actions needs to be implemented.
- CMS will be conducting quarterly status meetings with Department staff to ensure that all MEQC RY 2021 corrective actions were implemented and effective.

January 26, 2023

# MEQC RY 2024 Planning Document

- CMS is requiring all 800 MEQC cases be reviewed in RY 2024.
- Due to the PHE, the sample size was reduced to 250 cases for the previous round.
- Active and negative Medicaid cases will be reviewed.
- Both universes will include district cases, as well as those from NY State of Health.
- CMS allows states to propose focus areas for active cases.
- The Department is evaluating several options for consideration.

# Additional Information

CMS Website:

[www.medicaid.gov/medicaid/eligibility/medicaid-eligibility-quality-control-program/index.html](http://www.medicaid.gov/medicaid/eligibility/medicaid-eligibility-quality-control-program/index.html)

January 26, 2023

# NYS Department of Health MEQC Contact

Mary Lisa

Bureau of Program Review

Division of Eligibility and Marketplace Integration

[mary.lisa@health.ny.gov](mailto:mary.lisa@health.ny.gov)

(518) 486-1492

January 26, 2023

# Question and Answer

January 26, 2023

# Pharmacy Benefit Transition

January 26, 2023



Department  
of Health

# Transition of Pharmacy Benefit from Managed Care to NYRx

Kimberly Leonard, RPh, Director, Division of Program Development & Management, Medicaid Pharmacy Program, OHIP, NYSDOH

Elena Andi, Division of Program Development & Management, Medicaid Pharmacy Policy, OHIP, NYSDOH

January 26, 2023

# Overview

- **NYRx**
- **Transition Overview**
- **Members**
- **Provider Enrollment**
- **NYRx Benefit**
- **Resources and Updates**
- **Q&A**

January 26, 2023

# What is NYRx?

January 26, 2023



NYRx is the new name for the NYS Medicaid pharmacy benefit formerly known as the Medicaid fee-for-service pharmacy benefit. Nothing has changed with the benefit other than the name.

January 26, 2023

# Transition Overview

January 26, 2023

# Transition Overview



- Beginning April 1, 2023, Medicaid members enrolled in mainstream Managed Care (MC) plans, Health and Recovery Plans (HARPs), and HIV-Special Needs (SNPs) will receive their pharmacy benefits through NYRx, the Medicaid Pharmacy Program previously referred to as the Fee for Service (FFS).
- The transition will not apply to members enrolled in Managed Long-Term Care plans (e.g., PACE, MAP, and MLTC), the Essential Plan, or Child Health Plus.
- The transition will not change the scope of benefits (e.g., copayments and covered drugs) of the existing Medicaid Pharmacy Benefit.

January 26, 2023

# Members

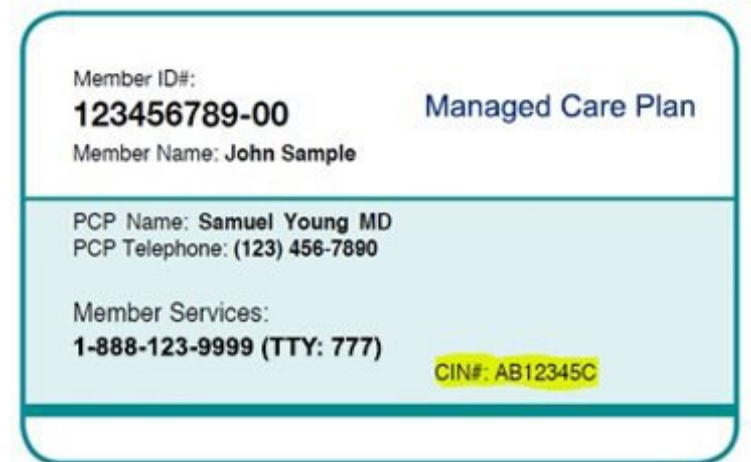
January 26, 2023

# Accessing NYRx Benefits

Beginning April 1, 2023, a member can show the pharmacy their:

- Managed Care Health Plan Card\*
- OR
- NYS Benefit Card  
also known as the Common Benefit Identification Card (CBIC)


Each card contains the member's unique **Client Identification Number (CIN)** which providers use to check eligibility and submit claims to Medicaid.





\*Visit <https://mmcdruginformation.nysdoh.suny.edu/> for information about the Managed Care Plans.

January 26, 2023

# Member Factsheet



Department  
of Health

## Changes to Your NYS Medicaid Pharmacy Benefits take effect April 1, 2023.

**Here is what you need to know:**

- NYRx, the Medicaid pharmacy plan will begin covering your prescriptions on April 1.
- You will use your Medicaid ID Card or your Health Plan Card to fill your prescriptions starting April 1.
- Most pharmacies in New York take NYRx. Check [health.ny.gov/NYRx](https://health.ny.gov/NYRx) to see if your pharmacy does.
- Most drugs and supplies, including diabetic test strips, are covered by NYRx. Check [health.ny.gov/NYRx](https://health.ny.gov/NYRx) to see if your drugs and supplies are covered, or if they require approval from your doctor, before April 1.

This change is for those members enrolled in a Medicaid Managed Care Plan.

To find out if this change impacts you, check your mail for a letter from your health plan or call the **NYS Medicaid Helpline:**

(855) 648-1909

TTY 1-800-662-1220

or view a copy of the letter at [health.ny.gov/NYRx](https://health.ny.gov/NYRx).

You can also scan the QR code below

**FAST FACTS**

**What is NYRx?**  
Through NYRx, NYS Medicaid covers your drugs and supplies by reimbursing the pharmacy directly, rather than paying your health plan.


**Will I need a new health plan ID card?**  
No, you will not need a new ID card. The pharmacist can use your valid health plan or Medicaid ID card.

**What if my pharmacy does not take NYRx?**  
If your current pharmacy *does not* take NYRx, you may:

- Ask your pharmacist to transfer a refill to a participating pharmacy.
- Ask your doctor to send your prescriptions to a participating pharmacy.

**What if my drugs and/or supplies require approval from my doctor?**  
If your drugs and/or supplies require approval from your doctor, you should:


- Talk to your doctor about requesting approval; or
- Talk to your doctor or pharmacist about alternate drug and/or supplies that don't require approval.



Medicaid NYRx

Department  
of Health

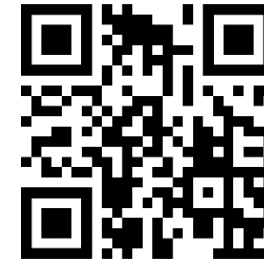
Have questions or want to learn more?  
Scan the QR code to the right.  
Or contact the NYS Medicaid Helpline at: **(855) 648-1909**  
Helpline Hours: Mon-Fri 8AM - 8PM, Sat 9AM-1PM, TTY 1-800-662-1220



January 26, 2023

# Getting to the Member Factsheet

1. Go to <https://member.emedny.org/> or scan the QR code.
2. Navigate to the 'Member Pharmacy Information' section.



NEW YORK STATE Department of Health Medicaid NYRx New York State Medicaid Members

**Member Dashboard**  
The New York State Medicaid Member Portal

Welcome to the NYS Medicaid Member Portal

Effective April 1, 2023, your pharmacy benefit will transition from Managed Care to NYRx, the NYS Medicaid Pharmacy Program. This website provides information and tools about your pharmacy benefits, including what drugs and supplies are covered and where you can find a nearby pharmacy that takes NYRx. What is NYRx, the NYS Medicaid Pharmacy Program?

**NYRx** **What is NYRx, The NYS Medicaid Pharmacy Program?**  
NYRx covers your prescription drugs, over-the-counter products, and medical supplies. In some instances, if you have a primary insurance and also qualify for Medicaid, then Medicaid would only be billed after your primary insurance to assist with paying the primary insurance copay or with coverage of a drug that is excluded from that insurance plan.

**How do I contact someone for help about my benefits?**  
For help by phone, contact the NYS Medicaid Helpline at: (800) 541 2331  
Helpline Hours: Mon-Fri 8AM-8PM, Sat 9AM-1PM, Language help is available

Helpful information is also available online:

- The [FAQs about NY Medicaid Benefits](#) provides answers to the most common questions, including about copays and renewals.
- The [FAQs about the Transition of the Pharmacy Benefit](#) provides answers to questions received from members, providers, and other stakeholders about the transition from Medicaid Managed Care to NYRx.

**Website Updates Coming Soon!**

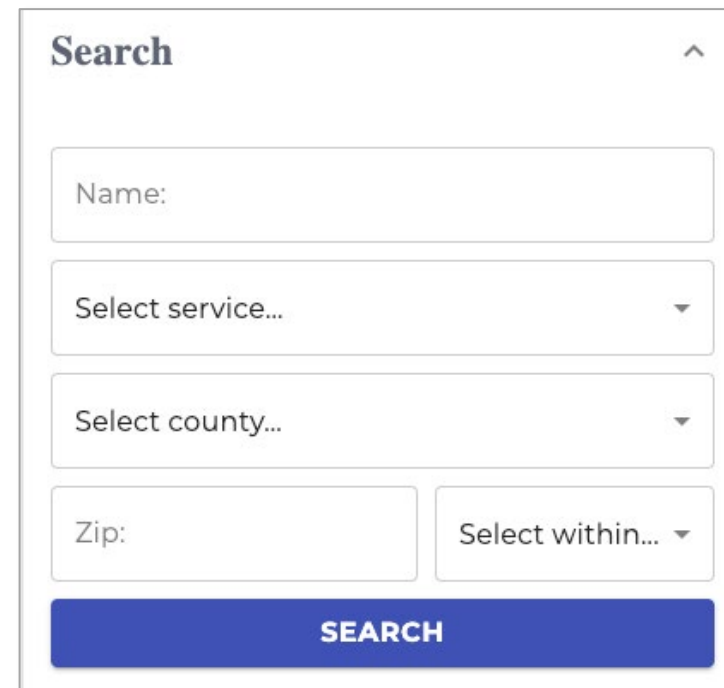
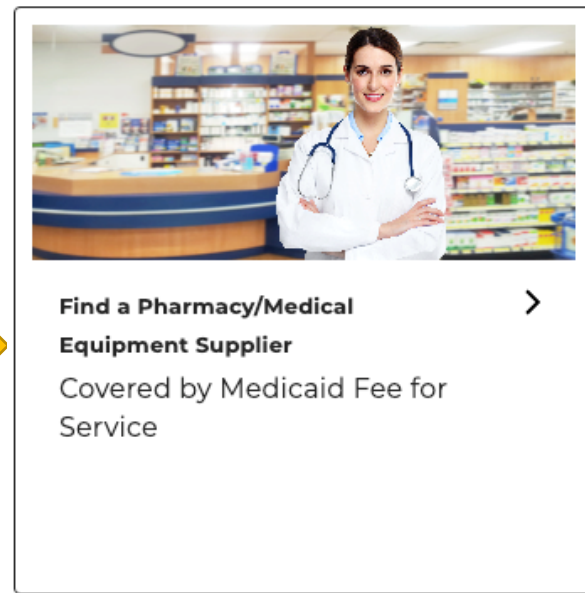
January 26, 2023

# How do I find a pharmacy that takes NYRx, the Medicaid Pharmacy Program?

1. Go to <https://member.emedny.org/>
2. Use the tool for “Find a Pharmacy/Medical Equipment Supplier”

There are options to narrow your search by county or zip code.

**Website Updates  
Coming Soon!**



The screenshot shows a search form titled "Search" with an upward-pointing chevron. The form contains the following fields:

- Name:
- Select service...
- Select county...
- Zip:  Select within...

At the bottom of the form is a blue button labeled "SEARCH".

January 26, 2023

You are Here: [Home Page](#) > [MRT II](#) > Welcome to the NY Medicaid Pharmacy Program (NYRx)

## Welcome to the NY Medicaid Pharmacy Program (NYRx)

**Member Quick Links**

[Info for Medicaid Consumers](#) [Drugs Covered](#) [Find a Pharmacy](#) [Resources](#)

**Medicaid Changes Coming April 2023**

Beginning April 1, 2023, all Medicaid consumers enrolled in Mainstream Managed Care will receive their prescription drugs through the Medicaid Fee-For-Service (FFS) Pharmacy Program. The FFS Program allows New York State to pay pharmacies directly for the drugs and supplies of Medicaid consumers.

Prior to April 1, 2023, Mainstream Medicaid consumers accessed their pharmacy benefits through a health plan, rather than FFS. This includes anyone in Managed Care (MC) plans, Health and Recovery Plans (HARPs) and HIV-Special Needs Plans (HIV-SNPs). In this case, the state reimburses the health plan rather than the pharmacy.

Moving all Medicaid consumers under the FFS Pharmacy Program allows for a single, uniform list of covered drugs and standardized, consistent rules and regulations. Thus, New York State is able to offer an improved, simplified process for Medicaid consumers to get the medicines and supplies they need. Medicaid consumers have comprehensive drug coverage and equitable access to an extensive network of over 5,000 pharmacy providers.

This transition does not apply to Managed Long Term Care plans (e.g., PACE, MAP, MLTC) or the Essential Plan.

[https://www.health.ny.gov/health\\_care/medicaid/redesign/mrt2/pharmacy\\_transition/](https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/)

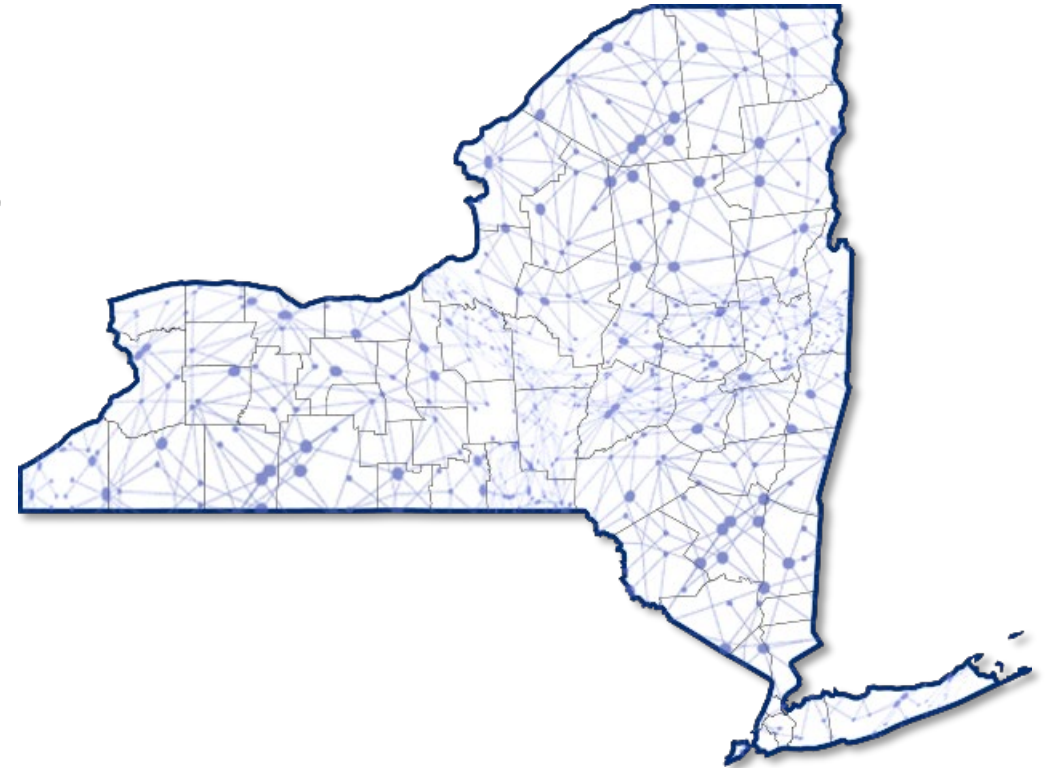
January 26, 2023

# Provider Enrollment

January 26, 2023

# Medicaid Enrolled Provider Network

- Pharmacies and practitioners must be enrolled in NYRx to service Medicaid members.
- DOH is continuing efforts that began in 2017 to educate and notify non-enrolled providers servicing Medicaid Managed Care members of the need to enroll with NY Medicaid Fee-For-Service (FFS) by April 1, 2023.
- Members will have the same comprehensive drug coverage and equitable access to an extensive network of enrolled providers.



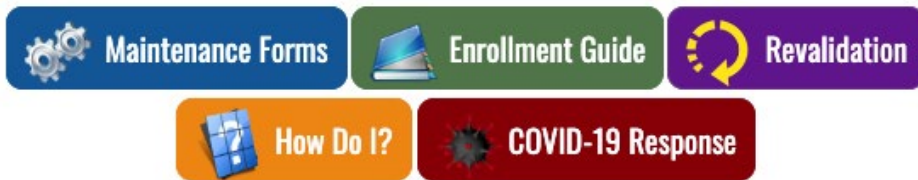
January 26, 2023

## Provider Enrollment & Maintenance



IF ANY OF THESE QUESTIONS APPLY TO YOU,  
CLICK ON YOUR PROVIDER TYPE ON THE RIGHT →

### Useful Information



# Provider Enrollment

Providers must be enrolled in Fee-For-Service to continue serving Medicaid Managed Care members whose pharmacy benefits are transitioning effective April 1, 2023.

These providers include pharmacies, prescribers, and durable medical equipment suppliers (DMEPOS) that provide pharmacy medical supplies.

Enrollment instructions and maintenance forms are available on the eMedNY Provider Enrollment website <https://www.emedny.org/info/ProviderEnrollment/>

January 26, 2023

# How can I verify that a practitioner is enrolled in Medicaid FFS?

## ENROLLED PRACTITIONERS SEARCH (including OPRAs)

Individuals who order/prescribe/refer/attend services payable by the fee-for-service Medicaid Program must be enrolled in the fee-for-service Medicaid Program. Billing/rendering providers should use this search feature to confirm the individual is enrolled.

**Searching by NPI brings the best result.** If NPI is not provided on the script, the billing/rendering provider should search by name or license number to obtain the NPI. The billing/rendering provider MUST then confirm with the individual that the correct NPI was identified in the search.

**Find Enrolled Practitioners (including OPRAs)**

Search By:

NPI  
 License Number  
 Provider Name

NPI Number:

1 match found

NPI	LICENSE NUMBER	PROFESSION CODE	NAME
1234567890	NJ000000	060	LAST, FIRST

1. Go to the eMedNY Provider website  
<https://www.emedny.org/info/opra.aspx>
2. Search by:
  - National Provider Identifier (NPI)\*
  - License Number
  - Provider Name

*\*Searching by NPI is the best option.*

January 26, 2023

# NYRx Benefits

January 26, 2023

# Products Covered by NYRx


Medicaid Fee-For-Service covers a comprehensive list of drugs and supplies.


## Medicaid Pharmacy List of Reimbursable Drugs


This page contains drug information from the pharmacy file. The full list of reimbursable drugs may be viewed online or downloaded, using the link provided below. Only those prescription and non-prescription drugs which appear on the list are reimbursable under the fee-for-service Medicaid Pharmacy Program.

**Attention Prescribers:**

- The Medicaid Pharmacy List of Reimbursable drugs includes only those drugs covered under the Pharmacy benefit and is not inclusive of all covered practitioner administered drugs. Information regarding Medicaid **fee-for-service** covered Practitioner Administered Drugs can be found in the [Provider Manuals](#) in the Procedure Code and Fee Schedule sections for Drugs, and in Provider Communications.
- For coverage information regarding Practitioner Administered Drugs for **managed care** enrollees, please refer to the managed care plan's medical benefit policies and procedures.

 [View/Download PDF of Reimbursable Drugs](#)

 [Download CSV of Reimbursable Drugs](#)

 [View/Download Formulary and Benefits File Format](#)

This zip file contains eight pipe delimited text files and creates the following output files: Formulary Status; Copay List; Age Limit Coverage; Gender Limit; Prior Auth Coverage; Quantity Limit Coverage; Text Message Coverage; Cross Reference

[Formulary File Information](#)  
This file contains the Formulary File Information and field layouts.

### Find File Information

Field:

Value:

Sort By:

[Search !\[\]\(1852ac731b5b1e9ff991522b46fd1c80\_img.jpg\)](#)

<https://www.emedny.org/info/formfile.aspx>

January 26, 2023

# Utilization Management

Additionally, NYRx manages a subset of products with utilization management tools:

- **Preferred Drug Program (PDP)** promotes the use of less expensive, equally effective prescription drugs when medically appropriate. All drugs currently covered by Medicaid remain available under the PDP, and the determination of preferred and non-preferred drugs does not prohibit a prescriber from obtaining any of the medications covered under Medicaid.
- **Preferred Diabetic Supply Programs (PDSP)** covers a wide variety of blood glucose monitors and test strips provided by pharmacies and durable medical equipment (DME) providers through use of a preferred supply list (PSL).

Visit <https://newyork.fhsc.com/> for more information about these programs.

# Access to Non-Preferred Products

**“Starting April 1, 2023, will members be able to get their medication if it is a non-preferred product?”**

- NYS DOH will leverage clinical editing criteria which may allow for members to continue to receive non-formulary/non-preferred medication.
- Prior authorizations established in Managed Care will continue to be honored and could allow for non-formulary/non-preferred drug coverage.
- There will be a transition period from April 1, 2023 through June 30, 2023 where members will be provided with a one-time, temporary fill for drugs that would normally require prior authorization under the NYRx Preferred Drug Program.

Note: Prescribers should obtain a prior authorization for the non-preferred product or change the prescription to a preferred product which does not require prior authorization.

*See FAQs 051 and 113 on the transition website:*

[https://www.health.ny.gov/health\\_care/medicaid/redesign/mrt2/pharmacy\\_transition/pharmacy\\_transition\\_faq.htm](https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/pharmacy_transition_faq.htm)

January 26, 2023

# Resources

January 26, 2023

# Medicaid Call Centers

## For Members

### Medicaid Consumer Helpline

Phone: (800) 541-2831

Hours:

- Monday - Friday 8AM - 8PM
- Saturday 9AM - 1PM

Website:

<https://member.emedny.org/>

Members and their caretakers can contact the helpline if they have questions about their Medicaid benefits.

### Medicaid Pharmacy Benefit Transition Helpline

Phone: (855)648-1909\*

Hours:

- Monday - Friday 8AM - 8PM
- Saturday 9AM – 1PM

Members and their caretakers can contact the helpline for questions regarding the pharmacy benefit transition and for assistance with the following tools:

- Find a Pharmacy/Medical Equipment Supplier
- Search for Covered Prescription Drugs and Over-the-Counter (OTC) Products, and
- Search for Covered Medical Supplies.

*\*Call center will be operational February 1, 2023.*

January 26, 2023

# Medicaid Call Centers, Cont'd.

## For Pharmacy and DMEPOS Providers

<p><b>eMedNY</b>            Phone: (800) 343-9000            Hours:  <ul style="list-style-type: none"> <li>Monday - Friday 7AM - 10PM</li> <li>Saturday - Sunday 8:30AM - 5:30PM</li> </ul>           Website: <a href="https://www.emedny.org/">https://www.emedny.org/</a></p> <p>Providers can contact eMedNY for assistance with Medicaid enrollment, billing, and ePACES.</p>	<p><b>Magellan Clinical Call Center</b>            Phone: (877) 309-9493            Hours:  <ul style="list-style-type: none"> <li>Daily</li> <li>24 hours</li> </ul>           Website: <a href="https://newyork.fhsc.com/">https://newyork.fhsc.com/</a></p> <p>Providers can contact Magellan for assistance with prior authorizations, clinical concerns, and the Preferred Drug Program.</p>
---	---

*Call center hours may be added when the pharmacy benefit transition occurs on April 1, 2023.*

January 26, 2023

# Resources



Website: Information regarding the transition of the pharmacy benefit from Managed Care to NYRx will be posted on the DOH website at [https://www.health.ny.gov/health\\_care/medicaid/redesign/mrt2/pharmacy\\_transition/](https://www.health.ny.gov/health_care/medicaid/redesign/mrt2/pharmacy_transition/)



Email: [NYRx@health.ny.gov](mailto:NYRx@health.ny.gov) – Please include **Pharmacy Benefit Transition** in the subject line.



DOH Medicaid Update: [https://www.health.ny.gov/health\\_care/medicaid/program/update/main.htm](https://www.health.ny.gov/health_care/medicaid/program/update/main.htm)



MRT LISTSERV: [https://health.ny.gov/health\\_care/medicaid/redesign/listserv.htm](https://health.ny.gov/health_care/medicaid/redesign/listserv.htm)

January 26, 2023