

**NEW YORK STATE
MEDICAID PROGRAM**

**PHARMACY MANUAL
POLICY GUIDELINES**

APPROVED

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Section I - General Pharmacy Policy

Required Prescribing Information

In accordance with section 281 of Public Health Law, all prescriptions written in New York State by a person authorized by New York State to issue such prescriptions shall be on serialized official New York State prescription forms furnished by the NYS Department of Health.

All prescriptions and fiscal orders must bear:

- The name, address, age and client identification number (CIN) of the patient for whom it is intended. If the CIN does not appear on the order, the prescription should only be filled if the CIN is readily available in the pharmacy records;
- The date on which it was written;
- The name, strength, if applicable, and the quantity of the drug prescribed;
- Directions for use, if applicable; and
- The name, address, telephone number, profession, DEA Number (if applicable) and signature of the prescriber who has written or initiated the prescription or fiscal order.

If a pharmacist is certain that the prescription is from a legitimate prescriber and the prescriber's license number or eMedNY provider identification number is readily available in the records of the pharmacy, it is not necessary to record the license number or eMedNY provider identification number on the prescription or fiscal order.

For **non-controlled substance prescriptions**, the pharmacist may record on the prescription:

- The address, age and CIN of the Medicaid beneficiary,
- The address, telephone number and profession of the prescriber.

If the address, age or CIN of the Medicaid beneficiary are missing, the pharmacist is not required to enter any of these items on the prescription if the information:

- Is otherwise readily available in the records of the pharmacy and the pharmacist knows the person who is requesting that the prescription be filled, or

- The pharmacist is otherwise satisfied that the prescription is legitimate.

Prescriptions written for **controlled substances** must meet the requirements of Article 33 of the Public Health Law. In accordance with New York State Department of Health Rules and Regulations (Part 80), pharmacists are permitted to add or change only certain information on controlled substance prescriptions.

Prescription Drug Orders

Prescription drugs can be obtained by presenting a signed written order from a qualified prescriber by electronic prescription.

Quantities for prescription drugs shall be dispensed in the amount prescribed, taking into consideration those drugs should be ordered in a quantity consistent with the health needs of the Medicaid beneficiary and sound medical practice.

A pharmacist may not fill an original prescription more than sixty (60) days after it has been initiated by the prescriber.

For controlled substances, a pharmacist may not fill an original prescription more than thirty (30) days after it has been initiated by the prescriber.

Non-Prescription Drug Orders

Non-prescription drugs, also known as over-the-counter (OTC) drugs, can be obtained by presenting a signed written order (fiscal order) from a qualified prescriber, or via an electronic prescription. The prescriber may use his/her prescription blanks to write fiscal orders.

If the ordering practitioner does not request a quantity that corresponds to the prepackaged unit, the pharmacist may supply the drug in the pre-packaged quantity that most closely approximates the amount ordered.

A pharmacist may not fill an original fiscal order for a non-prescription drug more than sixty (60) days after it has been initiated by the prescriber.

Medical/Surgical Supply Orders

Medical/surgical supplies can only be obtained by either an electronic prescription or by presenting a signed, written order (fiscal order) from a qualified prescriber.

If the ordering practitioner does not request a quantity that corresponds to the prepackaged unit, the pharmacist may provide the item in the pre-packaged quantity that most closely approximates the amount ordered.

A provider may not fill an original fiscal order for medical/surgical supplies more than sixty (60) days after it has been initiated by the prescriber.

Serial Number Requirement

When submitting claims for prescriptions written in New York State on an Official New York State Prescription form, the serialized number from the Official Prescription **MUST** be used.

Valid prescriptions for prescription drugs and/or supplies may still be dispensed when not written on Official New York State Prescription Forms. The table below lists some of the specific situations when this is allowed and indicates the appropriate, **REQUIRED** code to be entered in NCPDP field 454-EK in lieu of the Prescription Serial Number:

Code	Description
99999999	Oral prescriptions and products dispensed pursuant to a non-patient specific order *
DDDDDDDD	Prescriptions dispensed as Medically Necessary during a Declared State of Emergency (excluding controlled substances)
EEEEEEEE	Prescriptions submitted electronically (computer to computer)**
NNNNNNNN	Prescriptions for carve-out drugs for nursing home patients (excluding controlled substances)
SSSSSSSS	Fiscal orders for supplies
TTTTTTTT	Transfer prescriptions (traditional, intra-chain, file buys)***
<u>ZZZZZZZZ</u>	Prescriptions written by out-of-state prescribers or by prescribers within a federal institution (e.g., US Department of Veterans Affairs) or Indian Reservation

* Products dispensed pursuant to a non-specific patient order may include, but are not limited to, emergency contraceptives (e.g., Plan B.)

** Prescriptions submitted electronically, that do not transmit properly or default to a facsimile, must conform to the requirements of the NYS Education Law at: <http://www.op.nysed.gov/prof/pharm/pharmelectrans.htm>.

*** Transfers are not allowed for controlled substances in NYS.

Prescriptions received by the pharmacy as a facsimile must be an original hard copy on the Official New York State Prescription Form that is manually signed by the prescriber, and that serial number must be used. Prescriptions for controlled substances that are submitted electronically but fail transmission MAY NOT default to facsimile.

Origin Code Requirement

In addition to the Serial Number requirement, all claims for prescriptions require an accurate Origin Code. The table below lists the valid Origin Codes to be entered in NCPDP field 419-DJ:

Code	Description:
0	Not Known
1	Written – Prescription obtained via paper.
2	Telephone – Prescription obtained via oral instructions or interactive voice response using a phone.
3	Electronic – Prescription obtained via SCRIPT or HL7 Standard transactions, or electronically within closed systems.
4	Facsimile – Prescription obtained via transmission using a fax machine.
5	Pharmacy – This value is used to cover any situation where a new Rx number needs to be created from an existing valid prescription such as traditional transfers; intrachain transfers; file buys; software upgrades/migrations; and any reason necessary to “give it a new number”. This value is also appropriate for “Pharmacy dispensing” when applicable such as behind the counter; Plan B; established protocols; pharmacist’s authority to prescribe; etc.

Multiple Drug Orders

For drugs administered in a nursing home, multiple drug orders for non-controlled prescription drugs can be ordered on a single prescription document. Pharmacies

providing services under contract to nursing homes are not required to obtain separate prescriptions for these drugs. The dispensing pharmacy must be employed by or providing services under contract to the nursing home.

All prescriptions written for controlled substance medications must be written **only** on an official [New York State Prescription Form](#) in order to be dispensed by a pharmacy.

Multiple drug orders are **not** allowable on prescriptions for controlled substances. Official prescriptions for controlled substances are limited to **one** controlled substance medication per official prescription form.

Refills

A prescription or fiscal order may not be refilled unless the prescriber has indicated on the prescription or fiscal order the number of refills. No prescription or fiscal order for a drug or supply may be refilled 180 days after it has been initiated by the prescriber.

All refills of prescription drugs must bear the prescription number of the original prescription. Refills of non-prescription drugs and medical/surgical supplies must also be appropriately referenced to the original order by the pharmacy. No more than five (5) refills are permitted for prescriptions or fiscal orders.

Reimbursement will not be available for refills associated with Schedule II Controlled Substances or benzodiazepines, which cannot be refilled under the federal and State controlled substance laws.

Faxed refill authorization requests are not allowed under the Medicaid Program.

Automatic Refill

Automatic refilling is not allowed under the Medicaid program. **Automatic-refill programs** offered by pharmacies are **not** an option for beneficiaries. **Faxbacks** are also **not allowed**.

Requests for a refill: A beneficiary or designated caregiver may contact the pharmacy to request necessary refills.

Provider inquiry: A pharmacy/DME provider may initiate contact with a beneficiary to determine if a refill is necessary. Documentation of the need for a refill shall be maintained in the patient record and must include the date and time of contact, Medicaid beneficiary or designated caregiver's name and contactor's identification. This documentation must be available for audit purposes.

Reminder: Compliance with HIPAA privacy guidelines is mandatory.

Lost or Stolen Prescriptions

If a Medicaid beneficiary has experienced a loss or theft of medication, pharmacy providers should instruct beneficiaries to contact their prescriber. The decision to honor a beneficiary's request should be based on the professional judgement of the prescriber. **In no event will approval be granted for lost or stolen controlled substances.**

Prescribers or their authorized agents may initiate a prior authorization request for a loss or stolen medication by contacting the Bureau of Pharmacy Policy and Operations at 1-518-486-3209 or emailing ppno@health.ny.gov for replacement. Approval will ONLY be granted for the balance of the medication reported lost or stolen.

Vacation Requests

Medicaid ensures an ample medication supply to accommodate for most temporary absences. Beneficiaries that do not have an adequate supply of medication due to a temporary absence should make alternative arrangements, such as relying on a trusted friend or family member.

Delivery

Delivery of prescription drugs, over-the-counter products, medical/surgical supplies, and durable medical equipment (DME) is an **optional** service that can be provided to Medicaid beneficiary's home or current residence including facilities and shelters.

Pharmacies/DME providers **must obtain a signature** from the Medicaid beneficiary, their caregiver or their designee to confirm receipt of the prescription drugs, over-the-counter products, medical/surgical supplies, DME items. Claim submission is not proof that the prescription or fiscal order was actually furnished.

Providers offering delivery must implement and operate a distribution and delivery system that reflects "best practices".

If a provider chooses to provide this optional service to their customers, all the criteria listed below will apply:

For all Deliveries:

1. All shipping and delivery costs are the responsibility of the pharmacy.
2. The pharmacy is liable for the cost of any prescription damaged or lost through distribution and delivery. The Medicaid Program **does not** provide reimbursement for replacement supplies of lost, stolen or misdirected medication, medical/surgical supply or DME deliveries.

3. Medicaid beneficiaries cannot be charged for delivery if Medicaid reimburses for all or any portion of the item being delivered.
4. The pharmacy is accountable for proper delivery of intact, usable product and will obtain a signature at the time of delivery from the beneficiary or their designee confirming the delivery.
5. The signature documentation must also include the list of prescription number(s) and date the medication(s) was/were delivered.
6. A single signature verifying receipt will be sufficient for all of the medications in the delivery.
7. A waiver signature form is not an acceptable practice, and such forms will not serve as confirmation of delivery. Waiver signature forms are defined by delivery industry standards.
8. Delivery industry tracking receipts that contain a signature (e.g., FedEx tracking receipts) qualify as a signature for receipt of delivery.
9. Electronic signatures for receipt or electronic tracking slips for delivery are permitted only if retrievable on audit.
10. Delivery confirmation must be maintained by the pharmacy for six years from the date of payment and must be retrievable upon audit.

For Home Deliveries:

1. The pharmacy should inform the beneficiary or their designee of the pharmacy's delivery schedule, verify the date and location for the delivery, and notify the beneficiary that a signature will be required at the time of delivery.
2. The number of times a pharmacy attempts to deliver is left to the discretion of the pharmacy.
3. The pharmacy must advise the beneficiary or their designee, either verbally or in writing (e.g., a patient information leaflet) of the correct handling and storage of the delivered prescriptions.

For Facility/Provider Delivery:

1. A signature is required at the time of delivery.

Unused Medication

The vendor pharmacy to which drug products are returned shall reimburse or credit the purchaser of such drug products for the unused medication that is restocked and redispensed and shall not otherwise charge any individual resident or the State, if a resident is a Medicaid beneficiary or beneficiary of a State-funded program, for unused medication or drug products returned for reimbursement or credit ([Title 10 New York Codes, Rules and Regulation \(NYCRR\) 415.18\(f\)](#)).

Nursing homes and pharmacies providing pharmacy services to nursing homes are encouraged to review their protocols to assure these requirements are met:

- Drug products returned must be sealed in unopened, individually packaged, units and within the recommended period of shelf life for the purpose of redispensing.
- Drug products returned should show no obvious sign of deterioration.
- Drug products packaged in manufacturer's unit-dose packages may be returned provided that they are redispensed in time for use before the expiration date, if any, indicated on the package.

Drug products repackaged by the pharmacy into unit-dose or multiple-dose "blister packs" may be returned for redispensing provided that:

- The date on which the drug product was repackaged, its lot number and expiration date are indicated clearly on the package;
- Not more than 90 days have elapsed from the date of the repackaging;
- A repackaging log is maintained by the pharmacy;
- Partially used blister packs may be redispensed only as returned.
- Partially used blister packs may not be emptied and repackaged.
- Additional units of medication may not be added to partially used blister packs.
- No drug product dispensed in bulk in a dispensing container may be returned.
- No medication or drug product defined as a controlled substance in Section 3306 of the Public Health Law may be returned.

Frequency, Quantity and Duration (F/Q/D) Limits

Prescription, non-prescription drugs and medical/surgical supplies may have fixed limits in the amount and/or frequency that can be dispensed. NYS Medicaid considers Frequency,

Quantity, and Duration (F/Q/D) recommendations made by the Drug Utilization Review (DUR) Board. Some of the drugs/drug classes affected by F/Q/D editing are also included in the Preferred Drug Program (PDP). Therefore, drugs/drug classes that have a preferred status can also be subject to F/Q/D editing.

System messaging has been developed to help guide the pharmacists to appropriately submit the claim or to refer to the prescriber.

For certain medical/surgical supplies, if the limit on an item is exceeded, prior approval must be requested with accompanying documentation as to why the limit needs to be exceeded. Quantity and frequency limits are available in the OTC and Supply Fee Schedule section of this manual:

<https://www.emedny.org/ProviderManuals/Pharmacy/index.aspx>

Questions on medical/surgical supplies may be referred to the Division of Operations at:

(518)-474-8161

The following links have been provided as helpful resources for information on the PDP, F/Q/D and Step Therapy Programs:

<https://newyork.fhsc.com/> and

http://www.health.ny.gov/health_care/medicaid/program/dur/index.htm.

Questions on prescription Frequency, Quantity and Duration (F/Q/D) Limits may be referred to the NYS Medicaid Clinical Call Center at:

1-877-309-9493.

Generic Drug Substitution Policy

All Medicaid pharmacy providers must comply with all State requirements adopted pursuant to NYS drug substitution laws.

A pharmacist shall substitute a generic drug when listed in the FDA approved drug products ([Orange Book](#)) whenever available unless the prescriber writes "DAW" (Dispense As Written) in the appropriate manner on the prescription.

For certain brand name Medicaid prescriptions to be eligible for reimbursement of the Estimated Acquisition Cost (EAC), prescribers must also certify that the brand name drug is required by writing directly on the face of the prescription "brand necessary" or "brand medically necessary" in their own handwriting (see [Basis of Payment](#) section of this Manual).

A rubber stamp or other mechanical signature device may not be used.

Additionally, as a result of the Medicaid Mandatory Generic Drug Program, prior authorization must be obtained for most brand-name drugs with an "A-rated" generic equivalent before dispensing.

Prior Authorization Programs

The Medicaid program requires prior authorization for certain drugs under the following programs:

- Preferred Drug Program (PDP)
- Mandatory Generic Drug Program (MGDP)
- Clinical Drug Review Program (CDRP)
- Brand When Less Than Generic Program (BLTG)

Prescribers may need to obtain prior authorizations for certain drugs. General information on prescription drug prior authorizations may be found on the NYS Medicaid Pharmacy Prior Authorization Program website at: <https://newyork.fhsc.com>

Note: If a prior authorization number has not been obtained by the prescriber and the pharmacist is unable to reach the prescriber, the pharmacist may obtain a prior authorization for up to a 72 hour emergency supply of a multi-source brand-name or non-preferred drug, subject to state laws and Medicaid restrictions. Once a 72 hour supply prior authorization number is given and a 72 hour supply is dispensed, the prescription is no longer valid for the remaining quantity and refills. The pharmacist is expected to follow-up with the prescriber to determine future needs.

Pharmacy Program information is available on the Medicaid Pharmacy Program website at: http://www.health.ny.gov/health_care/medicaid/program/pharmacy.htm.

Information on the specific prior authorization programs, as well as Step Therapy and Frequency, Quantity and Duration Limits, can be found at the following website: <https://newyork.fhsc.com>

Preferred Drug Program

The Medicaid Preferred Drug Program promotes the use of less expensive, equally effective prescription drugs when medically appropriate.

Mandatory Generic Drug Program

With the exception of drugs subject to the Preferred Drug Program, prescriptions for brand-name drugs where an A-rated generic equivalent is available, require that the prescriber obtain prior authorization for the brand name drug.

Clinical Drug Review Program

The Clinical Drug Review Program is aimed at ensuring specific drugs are utilized in a medically appropriate manner. Under the Clinical Drug Review Program, certain drugs require prior authorization because there may be specific safety issues, public health concerns, the potential for fraud and abuse or the potential for significant overuse and misuse.

Brand When Less Than Generic Program

The Brand When Less Than Generic Program promotes the use of certain multi-source brand name drugs when the cost of the brand name drug is less expensive than the generic equivalent.

Step Therapy Program

Step Therapy parameters are instituted to ensure clinically appropriate and cost effective use of drugs and drug classes.

Frequency/Quantity/Duration Program

Frequency, Quantity and Duration parameters are instituted to ensure clinically appropriate and cost effective use of drugs and drug classes.

Additional information regarding the Medicaid prior authorization programs is available online at: <https://newyork.fhsc.com/> or by calling (877) 309-9493. For pharmacy billing questions, please call (800) 343-9000.

PAXPRESS

Medicaid enrolled prescribers can initiate prior authorization requests using a webbased application. PAXpress is a web-based pharmacy PA request/response application accessible from the eMedNY website at <https://www.emedny.org> as well as the NYS Medicaid Pharmacy Prior Authorization Program website at: <https://newyork.fhsc.com/>

The PAXpress website provides a single point of entry for prescriber access to announcements, documents and quick links to important program information.

A user manual is accessible from the eMedNY website and provides information for using the PAXpress application:

https://www.emedny.org/info/paxpress/PAXpress_User_Manual.pdf

Pharmacists as Immunizers

Reimbursement is provided to Medicaid enrolled pharmacies for vaccines and anaphylaxis agents administered by certified pharmacists within the scope of their practice.

A link to the latest billing information can be found on the following website under “Pharmacists as Immunizers”:

http://www.health.ny.gov/health_care/medicaid/program/pharmacy.htm

Enteral Formula

Prior authorization for enteral formula ensures that only medically necessary enteral formulas are ordered, dispensed and reimbursed. Enteral formula policy guidelines are available in the Durable Medical Equipment Policy Manual at:

<http://www.emedny.org/ProviderManuals/DME/index.html>.

Service Limits

Selected items of medical/surgical supplies have limits in the amount and frequency that can be dispensed to an eligible Medicaid beneficiary. If a beneficiary exceeds the limit on an item, prior approval must be requested with accompanying documentation as to why the limits need to be exceeded.

For more information, please refer to the Fee Schedule at:

http://www.emedny.org/ProviderManuals/DME/PDFS/DME_Fee_Schedule.xls

Medicaid/Medicare Reimbursement

Pharmacies enrolled in the *Medicaid* Program are required to demonstrate participation in the *Medicare* Program. Medicaid pharmacy enrollment information can be accessed online at: <http://www.emedny.org/info/ProviderEnrollment/index.html>.

Medicare benefits must be maximized prior to billing Medicaid. Services covered by both Medicare and Medicaid must first be billed to Medicare. Providers can bill Medicaid only after payment information is received from Medicare. For audit purposes, payment information must be retained for a minimum of six years following the date of payment.

For information on the reimbursement methodology of dual eligible individuals, please refer to the June 2015 Medicaid Update, found at:

http://www.health.ny.gov/health_care/medicaid/program/update/2015/jun15_mu.pdf

Medicare Part A

Medicare Part A covers inpatient care, including critical access hospitals, and skilled nursing facilities (not custodial or long-term care). It also covers hospice care and some home health care. Beneficiaries must meet certain conditions to receive these benefits.

Medicare Part B

Medicare Part B covers doctors' services, outpatient care and some other medical services that Part A does not cover. Medicare Part B also covers certain drugs such as:

- those used in chemotherapy and with organ transplants;
- medical supplies, such as diabetic and ostomy supplies; and
- enteral products under certain circumstances.

For Medicaid/Medicare crossover claims, even for a procedure that would have required Medicaid prior approval, prior approval is not required since Medicare approved and paid for a service and/or procedure.

The total Medicare/Medicaid payment to the provider will not exceed the amount that the provider would have received for a Medicaid-only patient. If the Medicare payment is greater than the Medicaid fee, no additional payment will be made.

Note: The Medicare and Medicaid payment (if any) must be accepted as payment in full. Per State regulation 18 NYCRR Section 360-7.7, a provider of a Medicare Part B benefit cannot seek to recover any Medicare Part B deductible or coinsurance amounts from Medicare/Medicaid Dually Eligible Individuals.

Medicare Part D

Medicare beneficiaries who also have Medicaid (dual-eligibles) must be enrolled in a Medicare Part D prescription drug plan in order to maintain their Medicaid coverage. Medicaid does not cover any class of drugs covered under Medicare Part D for full-benefit dual eligible beneficiaries. Beneficiaries and their prescribers must work together to find an appropriate drug that is covered by the Part D plan or, if necessary, use the Part D plan's exception and appeals process to obtain coverage for necessary prescriptions not listed on the plan's formulary.

Under the Medicare Part D prescription drug benefit most drug costs are paid for by Medicare. Medicaid only pays for drugs from the List of Medicaid Reimbursable Drugs where the drug class is specifically excluded by law from being covered under the Part D plans, such as:

- Select prescription vitamins; and
- Certain non-prescription drugs.

All claims for dual-eligibles submitted to Medicaid are subject to Medicaid rules, including prior authorization.

For more information regarding Medicare Part D benefit, refer to the DOH website at:

http://www.health.ny.gov/health_care/medicaid/program/medicaid_transition/index.htm

Home Infusion

The New York State Medicaid Program does not provide a bundled payment to cover drugs, supplies and services associated with home infusion treatments. Home infusion drugs and supplies must be billed as pharmacy services.

The list of Medicaid reimbursable drugs may be accessed at:
<http://www.emedny.org/info/formfile.html>.

The Centers for Medicare and Medicaid Services (CMS) requires coverage of home infusion drugs under Medicare Part D that are not currently covered under Parts A and B of Medicare. Although the Medicare Part D benefit does not cover equipment, supplies and professional services associated with home infusion therapy, it does cover the ingredient costs and dispensing fees associated with infused covered Part D drugs.

Further information describing the payment obligations under Medicare for home infusion therapy can be accessed at:

http://www.cms.gov/PrescriptionDrugCovContra/downloads/HomeInfusionReminder_03.10.06.pdf

Monitoring

Federal regulations require that pharmacy providers be monitored in order to assure that reimbursement for drugs is made at the lowest possible level, consistent with accurate cost information. This monitoring will consist of on-site reviews to verify that the pharmacy is submitting accurately priced claims.

Standards of Quality

Standards of quality of drugs provided under Medicaid must conform to standards in the United States Pharmacopoeia where applicable. In accordance with Section 6808 of the State Education Pharmacy Law, pharmacists are responsible for the strength, quality and purity of the drugs dispensed.

Section II - General Guidelines

Who May Dispense

Drugs and medical/surgical supplies may be dispensed to Medicaid beneficiaries by pharmacists/pharmacies which are licensed and currently registered by the New York State Board of Pharmacy, New York State Education Department, and which are enrolled in the New York State Medicaid Program.

Drugs may also be provided by a prescribing practitioner under certain circumstances.

Medical/surgical supplies may also be provided by a home health agency or durable medical equipment dealer.

Out-of-State Pharmacy Providers

Out-of-state pharmacies, which provide drugs to New York State Medicaid beneficiaries, must be properly registered and/or licensed by the appropriate authority in the state in which the pharmacy is located.

Out-of-state pharmacy providers must enroll in the New York State Medicaid Program in order to be reimbursed by the Program.

The New York State Education Department requires certain pharmacies located outside of New York State to register with the New York State Board of Pharmacy. For more information on this requirement, please refer to:

<http://www.op.nysed.gov/part63.htm>

Who May Prescribe

Physicians, certified nurse practitioners (CNPs), midwives, dentists, podiatrists, registered physician assistants (RPAs) and New York State Education Department certified optometrists **must be enrolled in NYS Medicaid** to be able to order prescription drugs, non-prescription drugs, and medical/surgical supplies (within their scope of practice) for beneficiaries.

Exemptions from Ordering/Referring/Attending Enrollment Requirement

- Medicaid Managed Care encounters and services reimbursed by the plans;
- Services ordered/referred by unlicensed residents, interns, or foreign physicians in a training program.

NYS Medicaid does not allow the enrollment of unlicensed providers; therefore, pharmacy claims must include the NPI of a NYS Medicaid-enrolled physician.

For further information, visit: http://www.medicaid.gov/Federal-Policy-Guidance/downloads/CIB-12-23-11.pdf?sm_auiVV5fWf0F7k5q4Q6

Prescriptions and fiscal orders written by RPAs, CNPs, midwives or certified optometrists must meet the following requirements:

- RPAs may write prescriptions and fiscal orders when delegated by the supervising physician. The Medicaid beneficiary must be under the care of the physician responsible for the supervision of the RPA.
 - Once registered by the DEA as a “mid-level practitioner,” RPAs may write for schedule II, III, IV and V controlled substances in the outpatient setting, subject to any limitations imposed by the supervising physician and/or clinic or hospital where such prescribing may occur.
- The prescription form must include:
 - ▶ the imprinted or stamped name of the RPA;
 - ▶ the name of the supervising physician;
 - ▶ the practice address and telephone number;
 - ▶ the RPA’s signature followed by the designation RPA;
 - ▶ the RPA’s New York State Registration number; and

- ▶ the supervising physician's license number or eMedNY provider identification number (except when readily available in the pharmacy records).
- RPAs must use their supervising physician's eMedNY provider or license number when requesting prior authorization for drugs or supplies.
- CNPs and midwives may write prescriptions (including Schedule II, III, IV and V controlled substances) and fiscal orders.
 - The prescription form must include:
 - ▶ the name of the CNP or midwife;
 - ▶ the office address and telephone number;
 - ▶ the CNP's signature;
 - ▶ the CNP's license number (except when readily available in the pharmacy records); and
 - ▶ the DEA number when prescribing controlled substances.
- Certified optometrists may write prescriptions and fiscal orders limited to those agents as defined in Section 7101-A of the New York State Education Law.
 - The prescription form must include:
 - ▶ the imprinted or stamped name of the optometrist;
 - ▶ office address and telephone number;
 - ▶ license number (except when readily available in the pharmacy records).

Free Choice

The choice of which provider will fill the prescription or order for drugs rests with the Medicaid beneficiary. The prescribing practitioner should give the written prescription or fiscal order to the Medicaid beneficiary in order to allow the Medicaid beneficiary to exercise his or her freedom of choice.

Record-Keeping Requirements

In addition to the record keeping requirements in the general information section of this manual, pharmacies must keep on file the signed prescription or fiscal order for which Medicaid payment is claimed. These signed prescriptions and fiscal orders must be kept on file for six years from the date the service is provided or billed, whichever is later.

Electronic imaging of prescriptions and fiscal orders must result in an exact reproduction of the original order and may be required to be authenticated.

For electronic prescriptions and fiscal orders, pharmacies are not required to generate and keep a hard copy of electronic prescriptions and fiscal orders. Original orders received in electronic format may be securely stored electronically.

Telephone Orders

Prescribers may telephone prescriptions and fiscal orders for drugs directly to a pharmacy unless otherwise prohibited by State or federal law or regulations.

The pharmacist is responsible to make a good faith effort to verify the prescriber's identity and validity of the prescription if the prescriber is unknown to the pharmacist.

- A telephone order must be reduced to writing, either through written communication or electronic record, indicating the time of the call and initials of the pharmacist.
- The format used to record the telephone order must conform to requirements of the NYS Education Law with regard to permitting substitution or dispensing as ordered.
- Prescriptions for multi-source brand drugs requiring “dispense as written” and “brand necessary” may be ordered over the telephone.
- When a pharmacy obtains a prescription over the telephone, it is the responsibility of the ordering prescriber to notate in the Medicaid beneficiary's medical record in his/her own handwriting that the drug is “brand medically necessary,” the reason that a brand name multi-source drug is required, and the prior authorization number for the drug if applicable. See [Mandatory Generic Drug Program: https://newyork.fhsc.com/providers/MGDP_about.asp](https://newyork.fhsc.com/providers/MGDP_about.asp)
- A follow-up hardcopy of a non-controlled prescription drug telephone order is not required.

- A follow-up hardcopy of a controlled prescription drug telephone order is required by State and Federal law.

Faxed Orders

Prescribers may fax prescriptions and fiscal orders for drugs directly to a pharmacy unless otherwise prohibited by State or federal law or regulations.

The pharmacist is responsible to make a good faith effort to verify the validity of the prescription and the prescriber's identity if the prescriber is unknown to the pharmacist.

- A faxed order must originate from a secure and unblocked fax number. The source fax number must be clearly visible on the fax that is received.
- A faxed order must include the physician stamp and signature.
- Each faxed prescription or fiscal order may include only one (1) drug. Lists of drugs are not acceptable as faxed orders. Drugs ordered from a nursing home are exempt from this requirement.
- All orders received by the pharmacy as a fax must be on the [Official New York State Prescription Form](#).

Electronic Orders

Prescribers may electronically transmit prescriptions and fiscal orders for drugs directly to a pharmacy unless otherwise prohibited by State or federal law or regulations.

Pharmacies are not required to generate and keep a hard copy of electronic prescriptions and fiscal orders. Original orders received in electronic format may be securely stored electronically.

The pharmacist is responsible to make a good faith effort to verify the validity of the prescription and the prescriber's identity if the prescriber is unknown to the pharmacist.

- Electronic imaging of prescriptions and fiscal orders must result in an exact reproduction of the original order and may be required to be authenticated.

Section III - Scope of Pharmacy Benefits

List of Reimbursable Drugs

The List of Medicaid Reimbursable Drugs has been established by the New York State Commissioner of Health. Only those prescription and non-prescription drugs which appear on the list are reimbursable under the fee-for-service Medicaid Program. The List also contains those non-prescription therapeutic categories which the Commissioner of Health has specified as essential in meeting the medical needs of Medicaid beneficiaries.

The entire List is available electronically at:
<http://www.emedny.org/info/formfile.html>.

The List includes the following information:

- National Drug Code (NDC);
- Maximum Reimbursable Amount (MRA Cost);
- Cost Alternate (ALT): identifies the EAC price for those brand name multi-source drugs affected by the brand name medically necessary override provision;
- Formulary Description (drug name and strength);
- PA CD (Prior Authorization/Approval Code): Value "0" indicates no PA required; Value "N" indicates PA required; Value "G" indicates PA required/may be required; and
- Labeler (manufacturer).

Note: Non-prescription drugs are found at the end of the list. Prescription drugs are listed alphabetically by controlled drug schedule, legend drug, non-prescription drug and supply.

Drug Coverage Limitations

Medicaid only provides reimbursement for drugs included on the [New York State List of Medicaid Reimbursable Drugs](#) (unless provided by a facility which includes the cost of

drugs in their all inclusive rate). The following are examples of drugs/drug uses which are not reimbursable by Medicaid:

- Amphetamine and amphetamine-like drugs which are used for the treatment of obesity;
- Drugs whose sole clinical use is the reduction of weight;
- Drugs for the treatment of erectile dysfunction;
- Any item marked “sample” or “not for sale”;
- Any contrast agents, used for radiological testing (these are included in the radiologist’s fee);
- Any drug which does not have a National Drug Code;
- Drugs packaged in unit doses for which bulk product exists; and
- Any drug regularly supplied to the general public free of charge must also be provided free of charge to Medicaid beneficiaries.

Pharmacists may wish to display in their stores a notice to Medicaid beneficiaries explaining that Medicaid does not cover all drugs. The [Notice](#), suitable for copying and display, has been included at the end of this Manual.

Medical/Surgical Supplies

Prescribing practitioners may order medical/surgical supplies which are listed in the [Pharmacy Fee Schedule](#). If a medical/surgical supply does not appear in the [Fee Schedule](#), the provider may request the supply through the prior approval process.

“Emergency Services Only” Category of Service

Medicaid FFS does **not** reimburse all covered drugs for patients with coverage for “emergency services only”. Medicaid coverage may be available for services that are necessary for the treatment of an “emergency medical condition”. Per federal regulation, the term emergency medical condition is defined as a medical condition (including emergency labor and delivery) manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in:

- (a) Placing the patient’s health in serious jeopardy;
- (b) Serious impairment to bodily functions; or

(c) Serious dysfunction of any bodily organ or part

Coverage will **not** be extended for medications when the federal definition of an "emergency medical condition" is not met **regardless of where the prescription is being obtained (i.e. emergency department)**. Drugs **not** included in "emergency services coverage" **will not change based on the type of facility at which a patient receives their prescription.**

A list of emergency services covered drugs can be found at:
http://www.health.ny.gov/health_care/medicaid/redesign/mrt_phase_3.htm.

Please note-

- Short acting narcotics should only be written for **an emergency 5 day supply**.
- HIV prophylaxis therapy following occupational exposure & non occupational exposure (sexual assault) can be obtained via the exception/override process.

Exception/Override Requests: A letter of medical necessity from the prescriber is required for any medications not listed as an emergency services covered drug. If approved, NYS Medicaid will contact the pharmacy directly to provide directions for overriding the 'emergency service only' edit. In addition, NYS Medicaid will issue a letter to the pharmacy outlining the specific items approved and duration of coverage. The override is only applicable to the **approved** prescriptions documented in the letter. This letter **must** be kept on file to support any overrides in the event of an audit.

Dispensing Limitations for Items Provided by Residential Health Care Facilities

New York State residential health care facilities have included in their Medicaid rates non-prescription drugs and medical/surgical supplies. All prescription drugs are reimbursed on a fee-for-service basis. Residential health care facilities may:

- Operate an institutional pharmacy to provide these items; or
- Contract with Medicaid enrolled community pharmacies to provide these items to Medicaid beneficiaries. The pharmacy must be reimbursed by the facility for all non-prescription drugs and medical/surgical supplies. Prescription drugs may be billed directly to Medicaid by the dispensing pharmacy on a fee-for-service basis.

Drugs billed directly to Medicaid are limited to prescription drugs included on the New York State Medicaid List of Reimbursable Drugs and are subject to refill, frequency, quantity and duration, step therapy, and prior authorization/approval requirements as described in this Manual.

Out-of-State residential health care facilities may or may not include prescription drugs, non-prescription drugs and medical/surgical supplies in their rates.

The ProDUR Program is administered by the Department's fiscal intermediary or its subcontractor. Use of the online DUR functions via MEVS by pharmacy providers, including those providers that are rate-based, is **mandatory**. Pharmacy providers are required to use personal computers or central processing units to access the online system either independently or through a switch company. Any data entered by the pharmacy provider is processed, including checking eligibility, third party coverage, Utilization Threshold and Medicaid Recipient Restriction Program status before being passed to the DUR system.

Medicaid beneficiaries with both Medicare and Medicaid (dual eligible Medicaid beneficiaries) who have met their residency requirements in a residential health care facility will receive their prescription drug coverage from their Medicare Part D Plan. Additional information regarding the Medicare Part D Prescription Drug Program and residential health care facilities may be accessed at:

http://www.health.ny.gov/health_care/medicaid/program/update/2006/jun2006spec.htm

Items Provided by Child (Foster) Care Agencies

Most New York State Child (Foster) Care Agencies have included in their Medicaid rates prescription drugs, non-prescription drugs and medical/surgical supplies. Child (Foster) Care Agencies may:

- operate an institutional pharmacy to provide these items; or
- contract with Medicaid enrolled community pharmacies to provide these items to Medicaid residents. The pharmacy must be reimbursed by the facility for these items.

Child (Foster) Care Agencies with inclusive Medicaid rates for drugs and supplies may dispense these items to Medicaid residents regardless of the refill, frequency, quantity and duration, step therapy, and prior authorization/approval limitations described in this Manual.

Only drugs specifically carved out of the Medicaid all-inclusive rate may be billed directly to the Medicaid Program. Drugs carved out and billed directly to Medicaid are subject to refill, frequency, quantity and duration, step therapy and prior authorization/approval requirements as described in this Manual.

OMH Residential Treatment Facility Prescription Drug Carve-Out

Reimbursement of **prescription** drugs for children and youth between the ages of five and twenty one who are residents of the Office of Mental Health (OMH) Residential Treatment Facilities (RTF) is a Medicaid fee-for-service (FFS) benefit and billed directly to Medicaid by the dispensing pharmacy beginning with the 91st day of residency. The cost of medications provided to the beneficiary during the first 90 days of stay are the responsibility of the RTF.

Physician administered drugs, over-the-counter (OTC) drugs, medical supplies, immunization services (vaccines and their administration), nutritional supplies, sick room supplies, adult diapers, and durable medical equipment (DME) are not carved out of the RTF rate and remain the responsibility of the facility.

- During the first 90 days of stay the pharmacy must be reimbursed by the RTF for all prescription drugs.
- Beginning on the 91st day of stay, The NYS Medicaid FFS program provides reimbursement for prescription drugs included on the NYS Medicaid Pharmacy List of Reimbursable Drugs, which can be found at: <http://www.emedny.org/info/formfile.html>.
- Prescriptions must be written on the Serialized Official New York State Prescription Form, with only one medication permitted per form.
- Prescriptions must be dispensed and billed by a Medicaid enrolled pharmacy, using the beneficiary's individual Medicaid Client Identification Number (CIN). These beneficiaries do not have Medicaid benefit cards; therefore, the OMH RTF must provide the CIN to the pharmacy.

Smoking Cessation Policy

- Smoking cessation therapy consists of certain prescription and non-prescription agents.
- Some smoking cessation therapies may be used together. Professional judgment should be exercised when dispensing multiple smoking cessation products.
- For all smoking cessation products, the beneficiary must have an order. A prescription is the terminology for an order of a prescription product. A fiscal order refers to an order, which looks just like a prescription written on a prescription blank, for an over-the-counter product.
- NYS Medicaid reimburses for over-the-counter nicotine patches. Prescription nicotine patches are not covered.

- Prescription smoking cessation agents are subject to the Mandatory Generic Drug Program. For example, brand name Zyban requires a prior authorization; generic bupropion does not.

Emergency Contraception Drug Policy

For Medicaid payment, OTC drug products require a fiscal order. However, to ensure that there is no delay in treatment, a fiscal order is not required to support payment for dual-labeled emergency contraceptive products Plan B, Plan B One-Step and Next Choice when provided to females 17 years of age and older. For females 16 years and younger, a prescription is still required.

For females of all ages, emergency contraception is limited to 6 courses of therapy in any 12 month period for any prescription and non-prescription combination.

For more information, please go to:

http://nyhealth.gov/health_care/medicaid/program/update/2009/2009-11.htm#bil

Section IV - Basis of Payment

Prescription Drugs

Pharmacy reimbursement for prescription drugs under the New York State Medicaid Program is established in law. Current information regarding pharmacy reimbursement, including the Federal Upper Limit (FUL), Sole or Multi-Source drugs, Multi-Source generic drugs, and State Maximum Acquisition Cost (SMAC) can be accessed at the Department of Health Website:

http://www.nyhealth.gov/health_care/medicaid/program/docs/pharmacy_reimbursement.pdf

State Maximum Acquisition Cost (SMAC)

A SMAC will be applied when determining the Estimated Acquisition Cost (EAC) of multi-source generic drugs unless a FUL price is available.

The NYS Medicaid Pharmacy Benefit Manager will receive all requests from providers concerning the validity of a SMAC price. The SMAC Research Request Form is posted on the Pharmacy Benefit Manager's web site at:

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

Questions from providers concerning the validity of a SMAC price should be referred to the NYS Medicaid Clinical Call Center at (877) 309-9493.

Non-Prescription Drugs

Reimbursement for each covered **non-prescription drug** is restricted to the **lower** of:

- The usual and customary price charged to the general public on the date of provision of service, not to exceed the lower sale price, if any, in effect on that date; or
- The price established by the Commissioner of Health as shown on the [New York State List of Medicaid Reimbursable Drugs](#) for that generic category and strength in the package size nearest to that ordered.

Multiple Source Drugs

Reimbursement is only available for those multiple source drugs contained on the List of Medicaid Reimbursable Drugs.

For certain brand name prescriptions to be eligible for reimbursement at the EAC price, prescribers must certify that the brand name drug is required by writing directly on the face of the prescription “Brand Necessary” or “Brand Medically Necessary” in their own handwriting in addition to the “DAW.”

A rubber stamp or other mechanical signature device may not be used.

In the case of electronic prescriptions, the prescriber MUST insert an electronic direction to dispense as written.

Prior authorization must also be obtained for certain brand name drugs.

In order to dispense a brand name drug when the prescriber indicates “DAW” and, in the case of a prescription written on serialized official NYS prescription form, “Brand Necessary” or “Brand Medically Necessary” on the face of the prescription, the pharmacist must indicate a “yes” in the brand necessary field of the paper claim form or when billing electronically, refer to the NCPDP D.0 Companion Guide for one of the listed codes for submission in field 408-D8- (Dispense As Written (DAW)/Product Selection Code).

For more information, refer to:

https://www.emedny.org/ProviderManuals/Pharmacy/ProDURECCA_Provider_Manual/index.aspx

Compounded Prescriptions

A Compounded Prescription is one in which two or more ingredients are mixed by the dispensing pharmacist. All Medicaid pharmacy providers must comply with all federal and State requirements for compounding prescriptions. For more information, see also:

U.S. Department of Health and Human Services, Food and Drug Administration, Center for Drug Evaluation and Research; Guidance, Compliance, and Regulatory Information, Compounding; <http://www.fda.gov/Drugs/GuidanceComplianceRegulatoryInformation/PharmacyCompounding/default.htm>

New York State (NYS) Education Law, Pharmacy; Laws, Rules, and Regulations; <http://www.op.nysed.gov/prof/pharm/pharmlaw.htm>

In order to qualify for Medicaid payment, a compounded prescription must include:

- A combination of any two (2) or more legend drugs found on the list of Medicaid Reimbursable Prescription Drugs; and
- A combination of any legend drug(s) included on the list of Medicaid Reimbursable Prescription Drugs and any other item(s) not commercially available as an ethical or proprietary product(s); or
- A combination of two (2) or more products which are labeled “*Caution: For Manufacturing Purposes Only.*”

The reconstitution of a commercially available drug is NOT regarded as a compounding procedure for NYS Medicaid reimbursement.

For example:

- The combination of Aquaphor® and Hydrocortisone Cream 2.5% is **NOT** considered a compound, since it does not meet any of the above requirements.
- Intravenous prescription products that require reconstitution, further measurement, dilution and/or instillation into a suitable device (i.e., minibag, IV reservoir or syringe) for administration are not considered to have been compounded and should not be submitted for reimbursement as compounds.

For compound drug billing, providers can submit up to 25 ingredients (NDCs) using the compound segment via the NCPDP D.0 format. All ingredients of a compounded prescription **MUST** be submitted to Medicaid regardless of reimbursement. Compound drugs will be returned on the 835 Remittance Advice using the first ingredient’s NDC

Code of the Compound drug in SVC01-2 (Procedure Code) with an “N4” Qualifier in SVC01-1.

For billing information, see the Procedure Code and Fee Schedule section at:
<http://www.emedny.org/ProviderManuals/Pharmacy/index.html>

A Medicaid list of reimbursable drugs can be found at:
<https://www.emedny.org/info/formfile.aspx>

340B Drug Claims in Medicaid

Upon enrollment in the 340B program, covered entities must determine whether they will use 340B drugs for their Medicaid patients. In New York State, if an entity determines to use 340B drugs for their Medicaid patients, they must use them for **ALL** of their Medicaid patients, both Fee-for-Service (FFS) and Managed Care (MCO).

Federal law (42 USC 256b(a)(5)(A)(i)) prohibits duplicate discounts – manufacturers are not required to provide a discounted 340B price and a Medicaid drug rebate for the same drug. To prevent duplicate discounts from taking place, the covered entity is required to follow the Health Resources and Services Administration’s (HRSA) rules, and provide HRSA with their Medicaid provider number/NPI at the time of enrollment. HRSA then lists the covered entity and their Medicaid number/NPI on the Medicaid Exclusion File, which lets states and manufacturers know that drugs purchased under that Medicaid/NPI billing number(s) are not eligible for a Medicaid rebate. Additional information on HRSA’s Medicaid Exclusion File can be found at the following site:
<http://www.hrsa.gov/opa/programrequirements/medicaidexclusion/index.html>

The NYS Medicaid program uses HRSA’s Medicaid Exclusion File to identify all 340B claims (both FFS and MCO) to be removed from the rebate stream, thereby avoiding duplicate discounts. **Additional identifiers are required at the claim submission level for ALL 340B drug claims.**

To ensure that all 340B claims are removed from the rebate stream, additional identifiers are **required** at the NCPDP claim submission level for **ALL** 340B drug claims.

All NCPDP 340B claims must include a value of ‘20’ in field **420-DK**, Submission Clarification Code. In addition, **FFS** 340B claims must also include a value of ‘08’ in field **423-DN**, Basis of Cost Determination.

340B entities wishing to change their status on HRSA’s Medicaid Exclusion File should go to HRSA’s Office of Pharmacy Affairs 340B database page (<http://opanet.hrsa.gov/opa/>) and **Submit a Change/Termination Request** (link found under ‘Covered Entities’ on the webpage). Changes to how a covered entity uses 340B drugs for its Medicaid patients are effective with HRSA on a quarterly basis only.

FAQs on the 340B program itself, as well as information on how to ask additional questions, can be found on the HRSA website at <http://www.hrsa.gov/opa/faqs/index.html>

Medical and Surgical Supplies

Reimbursement for each covered medical/surgical supply will be the lower of:

- The price as indicated on the New York State List of Medical/Surgical Supplies; or
- The usual and customary price charged to the general public.

"Covered supplies" are those on the list of Allowable Medical and Surgical Supplies found in the Procedure Codes and Fee Schedule section of the DME manual, located at:

<http://www.emedny.org/ProviderManuals/DME/index.html>.

For supplies not on that list, only those supplies for which the pharmacist has obtained prior approval are covered.

Co-payments for Drugs and Medical Supplies

The New York State Medicaid Program charges co-payments for many drug and medical supply items.

Health care providers have an obligation to provide services and goods regardless of a Medicaid beneficiary's ability to pay co-payments. A provider may not deny services to an eligible Medicaid beneficiary based on a Medicaid beneficiary's (or his/her agent's) statement that he/she cannot afford the co-payment.

- Providers may not refuse services to otherwise eligible Medicaid beneficiaries who cannot afford to pay the co-payment. ***To refuse to provide services is an unacceptable practice.***
- Providers may:
 - Request the co-payment each time a Medicaid beneficiary is provided services or goods;
 - Ask a Medicaid beneficiary for outstanding co-payments the next time he/she comes in;

- Send the Medicaid beneficiary bills; or
- Use other legal means to collect the co-pay due.

➤ Providers must not reduce the amount charged on a Medicaid claim by the copayment that is collected from a Medicaid beneficiary. Each claim that requires a co-payment will have the co-payment **automatically deducted** from the final payment when the claim is approved for payment.

Medicaid Co-payments:

- Some Medicaid beneficiaries become eligible for Medicaid by spending part of their monthly income on medical care. Since co-payments paid or incurred can be used toward satisfying the spend-down (overage) in the following month, itemized bills or receipts for co-payments should be provided to beneficiaries when requested.
- There is a maximum amount per Medicaid beneficiary for all co-payments incurred per year. The co-payment year starts April 1 and ends March 31. When a beneficiary reaches the annual co-pay maximum, they will receive a letter confirming the date on which the co-pay maximum was met and exempting the beneficiary from a co-payment until the end of the current co-payment year.
- Co-payment amounts are as follows:
 - \$3.00 for non-preferred Brand Name Drugs;
 - \$1.00 for Generic Drugs; or preferred Brand Name Drugs • \$0.50 for Non Prescription (over the counter) Drugs;
 - \$1.00 for Medical/Sickroom Supplies.
- Co-payment is not required for certain beneficiaries and service categories which include:
 - Family planning (birth control) services including birth control pills, Plan B, and condoms;
 - FDA-approved drugs to treat tuberculosis;
 - FDA-approved drugs to treat mental illness (psychotropic drugs);
 - Medicaid beneficiaries younger than 21 years old;
 - Medicaid beneficiaries during pregnancy and for the two months after the month in which the pregnancy ends;

- Residents of Adult Care Facilities licensed by the New York State Department of Health (DOH);
- Residents of nursing homes;
- Residents of Intermediate Care Facilities for the Developmentally Disabled (ICF/DD);
- Residents of Office of Mental Health (OMH) or Office of Persons with Developmental Disabilities (OPWDD) certified residences;
- Beneficiaries in Comprehensive Medicaid Case Management (CMCM) or Service Coordination Programs;
- Beneficiaries in OMH or OPWDD Home and Community Based Services (HCBS) Waiver Programs; and
- Beneficiaries in a DOH HCBS Waiver Program for Persons with Traumatic Brain Injury (TBI).

Section V - Utilization Management Programs

Eligibility

Providers of Medicaid services are required to verify the eligibility of the Medicaid beneficiary. There are three methods available for utilization:

- 1) The Automated Response Unit (ARU or telephone);
- 2) The Veri-Fone POS terminal; and
- 3) The ePACES web-based application.

These systems enable providers to quickly verify eligibility and facilitate electronic submission of claims.

Card Swipe

The Department may designate providers, based on various criteria, to become a mandatory “swiper.” Providers designated as such are required to swipe the Medicaid beneficiary’s Medicaid card in a substantial number of instances. This can only be

accomplished by using the Veri-Fone POS terminal. If a provider is designated as a mandatory swiper, the terminal will be supplied to the provider at no cost.

Information about the Veri-Fone terminals is available online at:

<http://www.emedny.org/HIPAA/SupportDocs/Omni.html>.

The Office of the Medicaid Inspector General (OMIG) monitors the level of transactions that are swiped. Should the percentage of swipes fall below expectation, the provider will be contacted in an attempt to identify the reason for the diminished percentage. If the OMIG determines that no valid reason exists for the low percentage of card-swipe transactions, payment of claims may be withheld equivalent in dollar value to the percentage of non-swiped claims, pending an audit or review of the claims submitted and the provider's service and claiming practices.

The Department may treat unjustified provider failure to swipe as an unacceptable practice under [18 NYCRR Part 515](#).

Recipient Restriction Program (RRP)

Medicaid beneficiaries who have been assigned to a designated pharmacy are required to receive all pharmacy services from the selected provider. All claims from other pharmacies will be denied.

Medicaid beneficiaries who are restricted to a primary Durable Medical Equipment (DME) dealer must receive all DME and prosthetic and orthotic appliances from the provider.

All primary pharmacy providers must maintain a patient profile for each restricted Medicaid beneficiary. The profile must contain, at a minimum, the beneficiary's name, and the date the drugs or supplies were dispensed. These profiles must be made readily available to the New York State Department of Health or its agents, upon request.

When a Medicaid beneficiary is restricted to an ordering provider (physician, clinic, inpatient hospital and/ or dentist), all pharmacy services must be ordered by the primary medical provider (clinic or MD) with the Medicaid beneficiary's restriction type.

The primary provider may refer the restricted Medicaid beneficiary to another provider with that category of service and that servicing provider may also order services. In either case, the primary provider's Medicaid identification number must be written on the order/prescription form or must be readily available in the pharmacy's record and should

be used by the dispensing pharmacy when accessing the Medicaid Eligibility Verification System (MEVS) as well as when submitting claims.

- Medicaid beneficiaries may have durable medical equipment restrictions separate from pharmacy restrictions.

Utilization Threshold

The Utilization Threshold (UT) program places limits on the number of services a Medicaid beneficiary may receive in a benefit year. A benefit year is a 12-month period which begins the month the member became Medicaid eligible.

Medicaid members are assigned specific limits for the following services:

- Physician/Clinic Visits
- Laboratory Procedures
- Pharmacy
- Mental Health Clinic Visits
- Dental Clinic Visits

These service limits are established based on each member's clinical information. This information includes diagnoses, procedures, prescription drugs, age and gender. As a result, most Medicaid members have clinically appropriate service limit levels and will not need additional services authorized through the Threshold Override Application (TOA) process.

For details go to: <https://www.emedny.org/info/index.aspx> and click on Utilization Threshold Program.

- Pharmacies encountering urgent or emergency situations should see the override instructions in the Provider Manual located at:
https://www.emedny.org/ProviderManuals/Pharmacy/ProDURECCA_Provider_Manual/index.aspx

Pharmaceutical Management Programs

Overview

Drug Utilization Review (DUR) programs are intended to assure that prescriptions for outpatient drugs are appropriate, medically necessary and not likely to result in adverse medical consequences. DUR programs help to ensure that the patient receives the proper medicine at the right time in the correct dose and dosage form.

The benefits of DUR programs may include reduced Medicaid costs, reduced hospital admissions, improved health for Medicaid beneficiaries, increased coordination of health care services, and reduced drug diversion. Information supplied to Medicaid providers through the DUR programs may enhance their ability to prescribe and dispense medication more appropriately.

The federal legislation requiring states to implement DUR programs also requires states to establish DUR Boards whose function is to play a major role in each state's DUR program. The Department of Health contains a DUR Board comprised of health care professionals with recognized knowledge and expertise. The Board consists of six persons licensed and actively engaged in the practice of medicine in the state, with expertise in the areas of mental health, HIV/AIDS, geriatrics, pediatrics or internal medicine, six persons licensed and actively practicing in pharmacy in the state, two persons with expertise in drug utilization review who are health care professionals licensed under Title VIII of the education law at least one of whom is a pharmacologist, three persons that are consumers or consumer representatives of organizations with a regional or statewide constituency and who have been involved in activities related to health care consumer advocacy, including issues affecting Medicaid or EPIC recipients, one person licensed and actively practicing as a nurse practitioner or midwife. The commissioner shall designate a person from the department to serve as chairperson of the board.

The two components of New York State's DUR program are Retrospective DUR (RetroDUR) and Prospective DUR (ProDUR). While the two programs work cooperatively, each seeks to achieve better patient care through different mechanisms.

Each of these programs is described in detail below.

RetroDUR

The Department of Health manages a RetroDUR program for Medicaid beneficiaries. The RetroDUR program is designed to educate physicians by targeting prescribing patterns which need to be improved. Under RetroDUR, a review is performed subsequent to the dispensing of the medication.

The primary goal of RetroDUR is to educate prescribers and pharmacists through alert letters which are sent to providers detailing potential drug therapy problems due to therapeutic duplication, drug-disease contraindications, drug-drug interactions, incorrect drug dosage or duration of drug treatment, drug allergy interactions and clinical abuse/misuse.

It is expected that providers who receive alert letters identifying a potential problem relating to prescription drugs will take the appropriate corrective action to resolve the problem.

ProDUR

Medicaid enrolled pharmacies are required to perform in-house prospective drug utilization review. The Department of Health oversees a ProDUR program through the Medicaid Eligibility Verification System (MEVS).

The point-of-sale system allows pharmacists to perform on-line, real-time eligibility verifications, Electronic Claims Capture and Adjudication (ECCA) and offers protection to Medicaid beneficiaries in the form of point-of-sale prevention against drug-induced illnesses.

The ProDUR/ECCA system maintains an on-line record of every Medicaid beneficiary's drug history for at least a 90 day period. The pharmacist enters information regarding each prescription and that information is automatically compared against previously dispensed drugs, checking for any duplicate prescriptions, drug to drug contraindications, over and under dosage and drug to disease alerts, among other checks.

In the event that this verification process detects a potential problem, the pharmacist will receive an on-line warning or rejection message. The pharmacist can then take the appropriate action; for example, contacting the prescribing physician to discuss the matter. The outcome might be not dispensing the drug, reducing the dosage, or changing to a different medication.

The ProDUR Program is administered by the Department's fiscal intermediary or its subcontractor. Use of the online DUR functions via MEVS by pharmacy providers, including those providers that are rate-based, is **mandatory**. Pharmacy providers are required to use personal computers or central processing units to access the online system either independently or through a switch company. Any data entered by the pharmacy provider is processed, including checking eligibility, third party coverage, Utilization Threshold and Medicaid Recipient Restriction Program status before being passed to the DUR system.

The DUR system utilizes National Council on Prescription Drug Program (NCPDP) format version D.O. NCPDP responses alert providers to the type of drug interaction, drug/disease conflict, therapeutic duplication or over-utilization problems, and the most recent fill dates for the potentially hazardous drug.

A maximum of three nine different codes/drug interactions per prescription per entry may be sequentially displayed for up to four prescriptions per entry.

All of the DUR messages are specified by the State DUR Board which is composed of doctors, pharmacists, and DUR experts in concert with the drug information contractors.

ProDUR Claims Submission

Pharmacy providers can submit most claims directly via the electronic claims adjudication system that was developed for the ProDUR system. If claim capture and adjudication is selected, the claim will be processed for eligibility verification, ProDUR, Utilization Threshold and, if requested, Dispensing Validation System (DVS). If approved, the claim will be fully adjudicated and paid.

For claims over 90 days from the date of service, a "non-captured" transaction may be submitted for eligibility verification but the claim must be submitted on a paper claim form or via electronic batch.

Certification for ProDUR/ECCA

All Medicaid pharmacy providers are required to perform on-line prospective drug utilization review. Submitting claims via Electronic Claims Capture and Adjudication (ECCA) is optional. Under ProDUR, all pharmacies must enter their transaction using the NCPDP formats via one of the MEVS access methods. NCPDP format specifications can be found at:

https://www.emedny.org/ProviderManuals/Pharmacy/ProDURECCA_ProviderManual/index.aspx

PLEASE CONSULT THE MEVS DUR USER MANUAL FOR SPECIFIC INFORMATION RELATING TO PRODUR, ELECTRONIC CLAIMS CAPTURE AND ADJUDICATION SUBMISSION AND MEVS ACCESS METHODS.

Section VI – Definitions

The following terms are defined for the purposes of the Medicaid program and are included to help clarify policies as provided in this Manual:

Bioavailability

The rate and extent to which the active ingredient or active moiety is absorbed from a drug product and becomes available at the site of action.

For drug products that are not intended to be absorbed into the bloodstream, bioavailability may be assessed by measurements intended to reflect the rate and extent to which the active ingredient or active moiety becomes available at the site of action.

Bioequivalence

Bioequivalence is the pharmaceutical equivalent or pharmaceutical alternative products that display comparable bioavailability when studied under similar experimental conditions.

Dose

The exact amount of medication to be taken at one time or at stated intervals according to the prescriber's directions.

Estimated Acquisition Cost

The estimated acquisition cost is the average wholesale price of a prescription drug based upon the package size dispensed from, as reported by the prescription drug pricing service used by the Department, less a certain percentage.

Federal Upper Limit

Federal upper limit is the maximum reimbursement amount for certain multi-source drugs that are provided by at least three suppliers as a result of federal regulations at 42 CFR §447.332 [2004].

Payments for these drugs must not exceed, in the aggregate, a reasonable dispensing fee plus an amount that equals 150 percent of the lowest published price of the drug listed in national pricing compendia.

Fiscal Order

A fiscal order is a request written by one of the following to provide non-prescription drugs or medical/surgical supplies:

- Physician,
- Certified Nurse Practitioner,
- Midwife,
- Dentist,
- Podiatrist,
- Registered Physician's Assistant (RPA), or

- New York State Education Department-Certified Optometrist.

General Public

The general public is defined as the group accounting for the largest number of non-Medicaid transactions from the individual pharmacy and does not include other third party payers.

Generic Equivalent

A generic equivalent drug product is one which:

- Has been certified or approved by the FDA as being safe and effective for its labeled indications for use, and a new-drug application or an abbreviated newdrug application is held; and
- The FDA has evaluated such drug product as pharmaceutically and therapeutically equivalent and has listed such drug product on the list of approved drug products with the therapeutic equivalence evaluations.

Labeler

Any entity which is engaged in the production, preparation, propagation, compounding, conversion, or processing of prescription drug products, either directly or indirectly by extraction from substances of natural origin, or independently by means of chemical synthesis, or by a combination of extraction and chemical synthesis, or in the packaging, repackaging, labeling, re-labeling, or distribution of prescription drug products.

Such term does not include a wholesale distributor of drugs or a retail pharmacy licensed under State law.

Labeler is the entity holding legal title to or possession of the NDC number for the covered outpatient drug.

Medical and Surgical Supplies

Medical and surgical supplies include items for medical use other than drugs including prosthetic/orthotic appliances, durable medical equipment and orthopedic footwear.

These items are used to treat a specific medical condition and are usually consumable, non-reusable, disposable, for a specific purpose rather than incidental and generally have no salvageable value.

Medical and surgical supplies must be dispensed by a provider who is licensed/registered by the appropriate authority, if existing, in the state in which the provider is located.

Examples of medical or surgical supplies include:

- Bandages,
- Gauze pads,
- Colostomy bags,
- Family planning devices,
- Catheters, and
- Irrigating kits.

Medical/surgical supplies do not include items and supplies that are useful to persons in the absence of an illness or injury or that are primarily used to service needs other than health needs.

Examples of consumable and non-reusable supplies that are not included under the Medicaid benefit are:

- Items of personal hygiene (soap, shampoo, baby wipes, disposable washcloths, skin moisturizers, etc.),
- Feminine hygiene items (sanitary belts, sprays, etc.) and
- Dental hygiene items (toothbrush, dentifrice, mouthwash, etc.).

Multiple Source Drug

A multiple source drug is a drug product marketed or sold by two or more labelers or sold by the same labeler under two or more different brand names.

Multiple source drugs are pharmaceutically equivalent and shown to meet an appropriate standard of bioequivalence.

New York State List of Medicaid Reimbursable Drugs

A list consisting of the prescription and non-prescription drugs for which Medicaid will reimburse the enrolled provider. This is available online at:

<http://www.emedny.org/info/formfile.html>.

Non-Prescription Drug

A non-prescription drug, also known as an over-the-counter drug, is that for which no prescription is required by law or regulation.

Non-prescription drugs may be obtained in the Medicaid Program only upon a fiscal order from a prescriber.

Pharmaceutical Equivalent

The pharmaceutical equivalent is a drug product which contains the same active ingredient(s), are of the same dosage form, route of administration and are identical in strength or dosage form, or concentration.

Pharmaceutically equivalent drug products are formulated to contain the same amount of active ingredient in the same dosage form and to meet the same compendial or other applicable standards (i.e.; strength, quality, purity, and identity), but they may differ in characteristics such as shape, scoring configuration, release mechanisms, packaging, excipients (including colors, flavors, preservatives), expiration time and within certain limits, labeling.

Prescribing Practitioner

A prescribing practitioner includes:

- Physicians,
- Certified Nurse Practitioners,
- Midwives,
- Dentists,
- Podiatrists,
- Registered Physician Assistants, or

- New York State Education Department-certified optometrists licensed by law and currently registered to prescribe prescription drugs.

Interns and unlicensed residents may prescribe drugs (under the supervision of a licensed physician or dentist) as part of their official duties as members of a hospital staff. The attending/supervising physician's name and NPI number must be provided on all prescriptions written by the intern or unlicensed resident.

Prescription Drug

A prescription drug includes any drug for which a prescription from a qualified licensed practitioner is required under Section 6810 of the New York State Education Law.

Prescription drugs are subject to the requirements of the Federal Food, Drug and Cosmetic Act and those stipulated by the State Commissioner of Health.

All controlled substances are prescription drugs.

Single Source Drug

A single source drug is a drug which is produced or distributed under an original new drug application approved by the FDA, including a drug product marketed by any cross licensed producers or distributors operating under the new drug application.

This product is not generic, nor is it available as a generic.

State Maximum Acquisition Cost

This is a reimbursement amount established for any drug for which two or more A-rated therapeutically equivalent, multi-source, non-innovator drugs with a significant cost difference exist.

The State Maximum Acquisition Cost (SMAC) will be determined taking into account drug price status, marketplace status, equivalency rating, and relative comparable pricing.

Therapeutic Equivalent

A drug product which is expected to have the same clinical effect and safety profile when administered to patients under the conditions specified in the labeling.

Usual and Customary Charge

This is the price which a pharmacy charges to the general public.

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NOTICE TO MEDICAID BENEFICIARIES CONCERNING DRUG COVERAGE

Medicaid is a federal and State-funded health insurance program that helps many people, who can't afford medical care, pay for some or all of their medical bills.

Medicaid Does Not Cover All Drugs

Items which may be excluded from coverage:

- **Agents used for weight loss or weight gain**
- **Agents used to promote fertility**
- **Agents used for cosmetic purposes or hair growth.**

Medicaid covers an extensive number of medically necessary drugs. However, not all drugs are covered. Check with your pharmacist if you are not sure if a drug you were prescribed is covered by Medicaid.