



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner

LISA J. PINO, M.A., J.D.
Executive Deputy Commissioner

Webinars for the Interactive Voice Response System (IVR) for Medicaid Fee for Service (FFS) Enteral Product Authorizations

The New York State Department of Health, Office of Health Insurance Programs, Bureau of Medical Review will be conducting webinars for ordering providers, pharmacies, and Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) providers on the use of the IVR system for enteral product prior authorizations on the following dates:

March 25, 2021 at 1:00 PM
April 7, 2021 at 10:00 AM
April 13, 2021 at 1:00 PM
April 22, 2021 at 1:00 PM

These webinars are to introduce new providers and existing providers to the IVR system used in FFS. Topics include:

- Introduction to FFS Enteral Approvals
- How to use the IVR System
- Helpful information to use the IVR System
- Questions

Time will be available at the end of the presentation to answer questions from participants.

Please visit www.emedny.org or <https://www.emedny.org/training/index.aspx>
Click on the Provider Outreach and Training tab and click on the appropriate webinar link to enroll.

Please contact the Bureau of Medical Review at 1-800-342-3005 or OHIPMEDPA@health.ny.gov with questions about the IVR process. For assistance in registering for the webinar, please contact CSRA at 1-800-343-9000.