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NEW YORK Provider Communications

Pharmacy Prior Authorization processing to transition to Empire's Pharmacy Benefit Manager: IngenioRx, Inc.

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Empire BlueCross BlueShield's ("Empire") Pharmacy Benefit Manager, IngenioRx, Inc., is the registered utilization review agent contracted to begin processing Pharmacy prior authorization requests by the end of Q1 2020.

Please note:

- There are no changes to current prior authorization points of contact/processing staff; systems; or phone and fax lines.
- There are no changes to the Appeals process. Please continue to follow Appeals guidance as indicated in determination notices.

Questions? Please contact the Pharmacy Helpdesk number located on the back of the member ID card.

URL: <https://providernews.empireblue.com/article/pharmacy-prior-authorization-processing-to-transition-to-anthems-pharmacy-benefit-manager-ingeniorx-inc>

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