NEW YORK STATE | Department of Health

KATHY HOCHUL
Governor

JAMES V. McDONALD, MD, MPH
Commissioner

JOHANNE E. MORNE, MS
Executive Deputy Commissioner

Revised Prior Approval Change Request Process for CMS Interoperability Compliance

Effective September 1, 2026, due to new federal interoperability rules and shorter decision timeframes, New York State Fee-for Service is updating its prior approval (PA) change request process. Change requests will only be accepted for **existing** approved or adjudicated PAs in the circumstances outlined below. Requests for any other changes will require submission of a new prior approval request.

Accepted Change Requests:

Durable Medical Equipment (DME)/Medical Supplies/Hearing Aid

- Procedure code changes for paper PA requests only (electronically submitted PAs require a new PA).
- Addition of a procedure code to a paper PA request (electronically submitted PAs require a new PA).
- Request to cancel prior authorizations for medical supplies obtained via the Dispensing Validation System (DVS) that were obtained in error
- PA extensions with fiscal order covering the date of service

Private Duty Nursing (PDN)

- Change in treatment plan.
- Addition or removal of a billing provider who did not submit the original PA request.
- Increase, decrease, or discontinuance of PDN hours.
- Transfer of hours between procedure codes.
- Addition of non-school day hours.

Dental

- Change in treatment plan for paper PA requests only (electronically submitted PAs require a new PA)
- Addition of a procedure code to a paper PA request (electronically submitted PAs require a new PA)
- PA extension to reflect the new expiration date.

Change Requests NOT Accepted:

- Changes to Client Identification Numbers (CINs).
- Changes to National Provider Identifiers (NPIs).
- Changes to order dates.
- Change requests for PAs that rejected at submission. A new PA request must be submitted.

Previous Communication for CMS Interoperability:

Please refer to the May 2026 Medicaid Update for information regarding:

- Prior approval process changes effective January 1, 2027.
- Instructions for enrolling in ePACES and eMedNY eXchange to enable real-time claim submission, eligibility verification, and prior approval requests.

Contact Information

- Questions related to policy and coverage guidelines, please contact the Office of Health Insurance Programs at 1-800-342-3005 or OHIPMedPA@health.ny.gov.
- For questions related to dental coverage contact dentalpolicy@health.ny.gov.
- For questions related to billing contact eMedNY at 1-800-343-9000.