

# NYRx Education & Outreach MCO Newsletter

May 9, 2025

## About the NYRx E&O Team

The NYRx E&O team serves as a liaison between all stakeholders and NYRx to support care coordination. Clinical liaisons are trained to support and help solve complex pharmacy cases for:

- Managed Care Plans
- Case workers and NYS agencies
- Prescribers and pharmacies with questions regarding NYRx drug coverage, prior approval requirements, and NYRx enrolled pharmacies
- Complex care coordination for populations such as HIV/AIDS, Hemophilia, Foster Care Children, Serious Mental Illness, Substance Use Disorder, and Hepatitis C

## NYRx E&O Publications

- [NYRx Notice to Pharmacies: Sodium Glucose Co-Transporter-2 Inhibitors](#)
- [NYRx Notice to Pharmacies: Gabapentin](#)
- [NYRx Notice to Providers and Pharmacies: Becoming a Mifepristone Certified Pharmacy](#)
- [Reminder: NYRx Electronic Prior Authorization via CoverMyMeds Summer 2025](#)
- [NYRx Helpful Hints for Pharmacies: Diabetic Testing Supplies](#)
- [Three Ways to Submit a Prior Authorization to NYRx, the Medicaid Pharmacy Program](#)
- [NYRx Electronic Prior Authorization via CoverMyMeds Summer 2025](#)
- [NYRx Formulary Update: Hydroxym \(hydrocortisone gel\)](#)
- [NYRx Formulary Update: Tirosint](#)

## HELPFUL LINKS

- [NYRx Preferred Drug List](#)
- [NYRx Preferred Drug Quick List](#)
- [NYRx eMedNY Formulary File](#)
- [NYRx Brand Less Than Generic Program Updates](#)
- [NYRx Preferred Diabetic Supply Program](#)

## CALENDAR LINKS

### Office Hour Q&A Pop-In

[Monday & Wednesday 12:00 PM – 1:00 PM ET](#)

### Weekly Webinar

- Prescriber Webinar Monday 12:00 PM – 1:00 PM ET
- Pharmacy Webinar Wednesday 12:00 PM – 1:00 PM ET
- NYRx, the Medicaid Pharmacy Program Friday 12:00 PM – 1:00 PM ET

To register for a webinar, please visit the [NYRx E&O website](#).

### Meet With the Team

The NYRx E&O team is available to meet with you. Would you like to request a meeting with us? Click [here](#).

## NEED TO ESCALATE AN INQUIRY?

### Call Handoff Procedure

When calling the **NYRx E&O Team** or the **NYRx Policy** line, please have the following ready when escalating an inquiry:

- **IVN number** (for NYRx E&O)
- **Member details** (name, DOB, and CIN number)
- **Caller details** (name and phone number)
- **Medication** name and strength
- **Prescriber details** (name, NPI)

Additionally, prior to transferring a caller, remain on the line and provide all necessary information to the call center agent before disconnecting.

As a reminder, the NYRx E&O team can only discuss personal health information (PHI) with designated users. To learn more about how to become a designated user or the provisioning process, please reach out to the [NYRx E&O team](#).

For more information about the Call Handoff Procedure, refer to the **SOP: MCO Medicaid Pharmacy Benefit Inquiry Received Process**. This information was shared with all Managed Care Organizations' access request contacts and designated users but is also available upon [request](#).

[NYRx E&O Website](#)  
[NYRx E&O Mailbox](#)  
[NYRx E&O YouTube Channel](#)  
[New York Public Health Now Podcast](#)

### NYRx E&O Call Center

1-833-967-7310  
M – F, 8:00 AM – 5:00 PM ET  
Excludes Holidays

