

# NYRx Education & Outreach MCO Newsletter

May 23, 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 Prior Authorization Submission Guide](#)
- [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 \(hydrocortisone gel\)](#)

## 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](#).

## MAY IS MENTAL HEALTH AWARENESS MONTH

Governor Kathy Hochul has declared May to be Mental Health Awareness Month in New York and directed that state buildings and landmarks be lit in green to symbolize this. New York State continues to invest in mental healthcare to ensure everyone has access to critical services and support.

One in five people lives with a mental health issue. Taking care of your mental health is for EVERYONE. Don't wait, get the right help for your needs. Call or text 988 or chat [988lifeline.org](#).

### Mental Health Awareness Month Activities

- **Community as the Heart of Healing – May 27 | 12:00 PM ET**  
Prolonged uncertainty has influenced the well-being of all New Yorkers, especially youth. This presentation will introduce elements of equity-centered, trauma-informed practice for guiding community conversations to foster collective healing. Register [here](#).
- **Mental Health First Aid – May 29 | 9:00 AM ET**  
Become certified in Mental Health First Aid. Learn how to offer initial help to people with signs and symptoms of a mental illness, or if in crisis, connect them with professional, peer, social, or self-help care. Register [here](#).



[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