

NYRx Education & Outreach MCO Newsletter

July 7, 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, the Medicaid Pharmacy Program Information for Medical Residents](#)
- [NYRx Helpful Hints: Diabetic Testing Supplies](#)
- [NYRx Drug Class Coverage Overview: Sedative Hypnotics](#)
- [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](#)

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](#).

DID YOU KNOW?

NYRx Helpful Hints: Diabetic Testing Supplies

Items listed within the [NYRx Preferred Diabetic Supply Program Resource](#) **do not** require prior authorization if submitted with the correct quantity, days' supply, and the required criteria are found in the member's Medicaid medical claim history at the time of pharmacy claim submission.

NYRx coverage of preferred blood glucose test strips and lancets for members with diabetes aligns with Medicare coverage for diabetes supplies. For additional information, please refer to the [NYRx Helpful Hints: Diabetic Testing Supplies](#) resource.

How Medicaid Members Should Plan to Access Their Medications for Vacations

New York State Medicaid members should plan for their prescription needs before traveling out of state. There are options available to ensure a member has enough medications available if they are away from their local pharmacy. Members should work with their pharmacy and prescriber to ensure they have what they need. Please refer to the [NYRx Out-of-State Traveling](#) resource for more information.

[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