

# NYRx Education & Outreach MCO Newsletter

September 12, 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 Education & Outreach: Information for New York State Medicaid Providers](#)
- [NYRx Electronic Prior Authorization via CoverMyMeds How-To Guide: Prescribers, Prescriber's Authorized Agents, and Pharmacies](#)
- [NYRx Clinical Criteria Update: Rybelsus® 3 mg](#)
- [NYRx Drug Class Coverage Overview: Constipation Agents](#)
- [NYRx Reminder for Providers: Electronic Prior Authorization via CoverMyMeds](#)
- [NYRx Notice to Providers: Medicaid Coverage of Extencilline](#)
- [NYRx Electronic Prior Authorization via CoverMyMeds®: Effective July 15, 2025](#)

## 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?

### Over-the Counter Drug List Updated

Updated on 8/19/25, NYRx, the Medicaid Pharmacy Program Over-the Counter Drug List is available [here](#). The list provides a general overview of products that members may receive from a pharmacy, with an order from a NYRx enrolled prescriber. Some OTC products are available with limitations where select NDCs and packaging quantity limits apply. For more information, please see the [NYRx Pharmacy Policy Guidelines](#).

### Help Stop the Flu – Seasonal Flu Vaccine

Influenza (flu) is a potentially serious disease that can lead to hospitalization and sometimes even death. Getting vaccinated is the best protection to keep you from getting sick with the flu. Help members avoid getting and spreading influenza by sharing information on where to get vaccinated each year. Flu shots are recommended for everyone six months and older. To schedule your flu vaccine, click [here](#) to find a Medicaid-enrolled pharmacy near you.

[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