



Subject: Important Updates on NYRx, the Medicaid Pharmacy Benefit

Dear Members,

We hope this communication finds you well. We have updates about NYRx. Your health matters to us, and we want to provide you with the latest information to help you manage your medications and supplies.

What is NYRx?

NYRx is your New York Medicaid pharmacy benefit. NYRx covers your prescription drugs and supplies, as well as some over-the-counter items. To see what's covered under the NYRx program, visit

<https://member.emedny.org/>.

Key Updates

Changes to Over-the-Counter Medications:

Starting December 1, 2025, per the Commissioner's recommendation, NYRx will no longer cover the following over-the-counter items:

- Topical aluminum chloride (Xerac AC®)

Talk to your healthcare provider and pharmacy about other options.

Important Reminders

Stay Up to Date: To review current and past member notifications for NYRx, visit the '**Member Notices**' section of the eMedNY member website: <https://member.emedny.org/pharmacy/notices>

Questions? We're Here to Help!

If you have any questions regarding your pharmacy benefits or NYRx, please call the Medicaid Helpline at (800) 541-2831. Our agents are available:

- Monday through Friday, 8 AM to 8 PM
- Saturday, 9 AM to 1 PM.

TTY 1-800-662-1220. We also provide help in different languages.

Thank you,

NYRx, Medicaid Pharmacy Program
New York State Department of Health