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SilverScript Insurance Company

Empire Plan Medicare Rx

P.O. Box 30006, Pittsburgh, PA 15222-0330

<Date>

**Important Plan Information**

<First Name> <Last Name>

<Mailing Address 1>

<Mailing Address 2>

<City> <State> <ZIP>

**IMPORTANT RECALL INFORMATION**

Dear <First Name> < Last Name>:

Empire Plan Medicare Rx, your Medicare prescription drug plan sponsored by the New York State Health Insurance Program (NYSHIP) and administered by SilverScript® Insurance Company, is committed to your safety and to providing you with important news about your medications. As part of this commitment, we are sending important recall information to you.

On May 27, 2025, Teva Pharmaceuticals USA, Inc. issued a recall of Metoclopramide Tablets USP 10mg. **This recall was issued because a single Torsemide Tablet (20 mg) was discovered in each of three individual sealed bottles of Metoclopramide Tablets USP, 10 mg lot # 5420094 exp. 09/2027.**

According to Teva Pharmaceuticals USA, Inc., the clinical concern regarding use of the recalled lot is lack of effect or lack of efficacy and/or potential for an adverse event(s). Teva Pharmaceuticals USA, Inc. has advised that as of the date of recall, it has received no relevant complaints for drug ineffectiveness, lack of effect or lack of efficacy. Teva has further advised that its health hazard assessment concluded that use of the subject product lot of concern could potentially lead to severe adverse health consequences outside the known safety profile of Metoclopramide if a Torsemide Tablet (20mg) is ingested.

Our records show you may have filled a prescription for this medication recently at a network retail pharmacy.

**What you should do:**

1. To see if you may have an affected product, check the lot number. A list of the affected products and lot numbers is provided at the end of this letter.
2. If your product has a different lot number, it is not affected by this recall. If your product is from this affected lot number or if you cannot find the lot number, contact the pharmacy that filled your prescription for next steps.

**According to Teva Pharmaceuticals USA, Inc., the potential for adverse health consequences associated with stopping the medication may be of greater concern than continuing the medication as prescribed until a replacement product is provided to the patient by their pharmacy or healthcare provider.** Call your doctor right away if you might be using the affected product.Your doctor knows your medical history and can tell you what to do next. If you need a different product, your doctor can write a new prescription.

For questions about this recall, call Teva Medical Information toll-free at **1-888-838-2872 (TTY 711)**, option 3, then option 4, Monday through Friday, 8:30 am to 5:00 PM (ET). You may also email Teva Pharmaceuticals USA, Inc. at [druginfo@tevapharm.com](mailto:druginfo@tevapharm.com). You may also call the U.S. Food and Drug Administration at **1‑888‑INFO-FDA (1‑888-463-6332) (TTY 711)** or visit www.fda.gov.

If you have questions about your prescription coverage, please call The Empire Plan toll free at **1-877-7-NYSHIP (1-877-769-7447)** and select option 4 for the Prescription Drug Program, **24 hours a day, 7 days a week**. TTY users dial **711**.

Sincerely,

SilverScript Insurance Company

**Affected Product, NDC, Lot Number and Expiration Date(s)**

| **Product** | **NDC #** | **Lot # / Expiration Date(s)** |
| --- | --- | --- |
| Metoclopramide Tablets USP, 10 mg | 00093-2203-01 | 5420094 exp. 09/2027 |

Participating health care providers are independent contractors and are neither agents nor employees of SilverScript. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.

The formulary and/or pharmacy network may change at any time. You will receive notice when necessary.

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