

October 1, 2026

Effective January 1, 2027, AmeriHealth Caritas North Carolina, Inc. will transition its pharmacy benefit management services to Optum Rx

AmeriHealth Caritas North Carolina, Inc. (AmeriHealth Caritas Next, AmeriHealth Caritas North Carolina, and AmeriHealth Caritas VIP Care), collectively known as the “Plan”, will conclude pharmacy benefit management operations with PerformRx effective December 31, 2026. Effective January 1, 2027, the Plans will transition pharmacy benefit management services to Optum Rx. Optum Rx will manage claims processing, rebates, and all network pharmacy contracting. AmeriHealth Caritas’ Pharmacy Department will continue to manage formulary oversight, clinical programs, prior authorizations, and Member Services.

- **The change to Optum Rx will not affect the formulary and/or covered drug list.**
 - The formulary is periodically updated, so please consult the list regularly to find the most current covered drugs as well as those drugs that require prior authorization.
 - The formularies for each of the Plans can be found on the Plan specific website below.
- **The telephone number or process for requesting prior authorizations will remain the same during this transition.**
 - Prior authorizations will be processed internally by ACFC.
 - For questions about prior authorizations, call Pharmacy Clinical Prior Authorization at the phone number found on the Plan specific website below.
 - Information about the prior authorization process and required forms are available on the Plan specific website below.
- **We are working to ensure all pharmacies available in our current network will remain available after our transition to Optum Rx.**
 - The change to Optum Rx may impact some of the contracted pharmacy network available to our members. Impacted members will be made aware if their pharmacy is affected.
 - If a pharmacy that is not already part of the Optum Rx network chooses not to join, we will assist your patient in locating a new pharmacy within the Optum Rx network.
 - The contracted pharmacies can be found on the Plan specific website below.

- **The Pharmacy Clinical Prior Authorization telephone number will not change.**
 - Providers can call to ask about prior authorizations and/or other questions that they may have about pharmacy benefits and services at the phone number found on the Plan specific website.
- **The Pharmacy Member Services telephone number will not change.**
 - Members can call to ask about prior authorizations and/or other questions that they may have about pharmacy benefits and services by calling Pharmacy Member Services at the phone number found on the Plan specific website below.

Questions:

Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Network Account Executive or Provider Services at the Plan specific phone number listed below.

	AmeriHealth Caritas North Carolina, Inc.		
Plan Name	AmeriHealth Caritas Next	AmeriHealth Caritas North Carolina Medicaid	AmeriHealth Caritas VIP Care
Plan Type	Individual and Family Health Plans offered both on and off the Exchange	Medicaid	Medicare Advantage Dual Eligible Special Needs Plan (D-SNP)
Provider Services	1-855-266-0219	1-888-738-0004	1-833-562-4767
Plan Website	https://www.amerihealthcaritasnext.com/nc	https://www.amerihealthcaritasnc.com/	https://www.amerihealthcaritasvipcare.com/nc