

September 28, 2026

Pharmacy Benefit Management Transition to Optum Rx

AmeriHealth Caritas North Carolina (ACNC) will conclude pharmacy benefit management operations with PerformRx effective December 31, 2026. Effective January 1, 2027, ACNC will transition its pharmacy benefit management services to Optum Rx. Optum Rx will manage claims processing, mail order, and network contracting. AmeriHealth Caritas' Pharmacy Department will manage Formulary, Clinical Programs, Prior Authorizations and Member Services.

- The change to Optum Rx will not affect the formulary or preferred drug list (PDL). ACNC will continue to align with NC Medicaid Outpatient Pharmacy Medication Coverage.
 - The [PDL](#) is periodically updated, so please consult the list regularly to find the most current covered drugs.
- The telephone number or process for requesting prior authorizations will remain the same after the January 1, 2027 transition.
 - Prior authorizations will be processed internally at AmeriHealth Caritas.
 - The process and forms for submitting a prior authorization request can be found on the [Pharmacy Prior Authorizations webpage](#).
 - Please call Pharmacy Services at **1-866-885-1406** for questions about pharmacy prior authorizations.
- The change to Optum Rx should not impact the contracted pharmacy network available to our members.
 - [Find a list of participating pharmacies with the online directory](#).
- The Pharmacy Services telephone number will not change. Providers can call **1-866-885-1406** for questions to ask about prior authorizations and/or other questions that they may have about pharmacy benefits and services.
- Members can call Member Services at **1-855-375-8811 (TTY 1-866-209-6421)** to ask about prior authorizations and/or other questions that they may have about pharmacy benefits and services.

Questions

If you have further questions, please contact your [Account Executive](#).