

## **\*\*30-DAY PROVIDER NOTICE\*\***

### **North Carolina Department of Health and Human Services**

#### **To: NC Medicaid Pharmacy Provider Community**

#### **Transition of Pharmacy Benefit Administrator Services to Prime Therapeutics State Government Solutions LLC**

##### **Overview**

**Effective May 2, 2026**, Prime Therapeutics State Government Solutions LLC (Prime) will serve as the Pharmacy Benefit Administrator (PBA) for the NC Medicaid Direct program administered by the North Carolina Department of Health and Human Services (NCDHHS).

**All pharmacies will submit NC Medicaid Direct pharmacy claims to Prime using their existing software with the same BIN and PCN number.** To support a seamless transition, Prime will maintain the existing BIN and PCN currently used by NCTracks at Go-Live. This transition applies **only** to NC Medicaid Direct beneficiaries. There is **no impact** to Members enrolled in NC Medicaid Managed Care plans.

This notice outlines key transition dates, testing requirements, training resources and details to support a successful transition.

##### **Claims and Prior Authorization (PA) Transition Guidance (Effective May 2, 2026)**

**NCTracks will no longer process NC Medicaid Direct Point of Sale (POS) pharmacy claims after midnight, May 1, 2026.** All current and historical claims including PAs will be transferred to Prime for claims processing. **All new PA requests on or after May 2, 2026, should be submitted directly to Prime.** Providers will have multiple submission options, including phone, fax, mail and electronic prior authorization (ePA) through CoverMyMeds®.

##### **Accessing the PBA Portal:**

Providers should access the PBA-Pharmacy Provider Portal by clicking on the Pharmacy Benefit Administrator tile on the [NC Medicaid Enterprise System \(MES\) Portal](#).

Prior to May 2, 2026, providers do not need to log in to view public PBA-related updates, announcements, training materials and resources. These materials will be available on the PBA-Pharmacy Provider Portal.

More information about the PBA, such as upcoming webinars and Q&As, is available on the [NC Medicaid Pharmacy Benefit Administrator web page](#). Additional guidance will be available on the [MES Landing Page](#) under the **Library** section prior to Go-Live.

### Pharmacy Testing

Pharmacies should submit test claims prior to Go-Live to confirm system connectivity and readiness. See details below.

### Testing Window

**March 16, 2026 – April 17, 2026**

#### ACTION REQUIRED

- Enrolled NC Medicaid Direct pharmacy providers are encouraged to complete connectivity testing with Prime. Testing ends on April 17, 2026.

### Testing Registration

To register for testing and receive test claim details (including test member information), email: [PharmacyTesting@primetherapeutics.com](mailto:PharmacyTesting@primetherapeutics.com).

Please include the following information:

- Contact Name
- Contact Phone Number
- Pharmacy National Provider Identifier (NPI)
- Switch Vendor Information

### Test Claim Parameters:

The following NCPDP transaction header segment values must be used for test claim submission:

Transaction Header Segment			
Field #	NCPDP Field Name	Testing Value	Payer Usage
101-A1	BIN Number	022618	M
104-A4	Processor Control Number (PCN)	781640064	M

*Please note: Payer Usage column: M = Mandatory and R = Required*

 **Do NOT submit any test claims using the production BIN (610242).**

### Important:

Use only the testing BIN (022618) during the testing period. The testing BIN is valid only during the testing window of March 16, 2026, through April 17, 2026. Test claims submitted using the production BIN may result in claim rejections or processing errors.

## Payer Sheets Aptos

- Payer Specification Sheets are available on the [Forms and Documents page](#) of the North Carolina Medicaid Pharmacy Portal.

The payer sheets will detail required claim submission fields and specifications to assist with proper claim filing. Pharmacies are encouraged to coordinate with their software vendor to ensure system readiness prior to Go-Live.

- Production claims with dates of service on or **after May 2, 2026**, must be submitted using the production BIN (610242).

## Pharmacy Providers Training

Prime will provide self-paced virtual training to assist pharmacy providers in preparing for the transition to Prime's PBA services for NC Medicaid Direct.

Training videos, past webinars and supplemental materials will be available early March. Providers should complete training prior to Go-Live to ensure operational readiness.

NC Medicaid and Prime will host a **second provider webinar the week of April 20th** to provide final operational guidance prior to Go-Live. Topics will include production claim submission requirements, testing reminders, portal navigation and a live question-and-answer session. Registration details and access information is available on the [NC Medicaid Pharmacy Benefit Administrator web page](#).

## Support and Contact Information

Prior to May 2, 2026, providers should continue to contact NCTracks for assistance at **800-688-6696**. Beginning **May 2, 2026**, participating pharmacies may contact the **Prime Pharmacy Call Center at 844-620-6116** for assistance with:

- General pharmacy support
- Medication dispensing questions
- System access issues

Available 24 hours per day, seven days per week beginning May 2, 2026.

## Production Claim Submission Requirements (Effective May 2, 2026)

The following claim requirements apply to production claims with dates of service on or after May 2, 2026, for NC Medicaid Direct. All claims must be submitted on or after the *NCPDP Telecommunication Standard Version/Release D.0*.

Transaction Header Segment				
Field #	NCPDP Field Name	Value	Payer Usage	Payer Situation
101-A1	BIN Number	610242	M	Existing BIN
104-A4	Processor Control Number (PCN)	781640064	M	Existing PCN

*Please note, in the Payer Usage column: M = Mandatory and R = Required*

*Thank you for your continued partnership as NCDHHS and Prime prepare for this transition.*