

PROVIDER NOTICE: Clarification Regarding Pharmacy Recoupment for Retroactive PHP Enrollment

Overview

The NCTracks Operations Center has identified that a letter dated March 1 and April 1, 2026, with the subject line “*Pharmacy Recoupment for Retroactive PHP Enrollment*” were sent to some enrolled pharmacies containing inaccurate claim information.

No action is required from providers. Please do not take any corrective action on these pharmacy claims.

Why This Happened

The Pharmacy Recoupment for Retroactive PHP Enrollment is a standard monthly NCTracks process. As part of this process, all pharmacy claims identified in the letter that are not voided by providers within 40 days due to retroactive enrollment changes are automatically voided by NCTracks.

During the generation of the March 1 and April 1 letters, an error occurred that inadvertently included additional claim data not associated with retroactive PHP enrollment. As a result, both letters contained inaccurate claim information.

What Providers Need to Do

No action is needed at this time. The recoupment process has been paused due to discovery of the error.

If a provider has already voided claims identified in the March 1 or April 1 letters, NCTracks will automatically reprocess those claims back to paid status. **No resubmission is required.** Corrected claim payments will appear on the **May 5, 2026 checkwrite.**

Why Some Claims Were Still Voided

The March 1 and April 1 letters included a combination of accurate claims requiring recoupment due to retroactive PHP enrollment and inaccurate claims added in error. Claims that were correctly identified as requiring recoupment from the March 1 letter were voided as part of the normal NCTracks process.

What Will Happen Now

Effective **April 27, 2026**, the Pharmacy Recoupment for Retroactive PHP Enrollment process has been paused. As a result, **no claims listed in the April 1 letter will be voided.** The recoupment process will resume upon implementation of the new Pharmacy Benefit Administrator at a later date.

How to Get More Information

For questions, please contact:

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- NCTracks Help Desk: 866-246-8505 (through May 1, 2026)
- Prime Therapeutic Help Desk: 844-620-6116 (beginning May 2, 2026)