

(This is for Prime PBA Pharmacy Provider Portal)

****60-DAY PROVIDER NOTICE****

North Carolina Department of Health and Human Services

TO: State of North Carolina Pharmacy Provider Community

DATE: March 2, 2026

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

Overview

Beginning **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).

Effective **May 2, 2026**, all pharmacies will be required to submit NC Medicaid Direct pharmacy claims through Prime's pharmacy system.

This notice provides key dates, testing requirements, training availability and production claim submission details to support a successful transition.

NCTracks will no longer process NC Medicaid Direct point-of-sale (POS) pharmacy claims after **midnight Friday, May 1, 2026**. To support a seamless transition, Prime will maintain the existing BIN and PCN currently used by NCTracks at Go-Live.

This transition **only** impacts NC Medicaid Direct beneficiaries. There is **no impact** on members enrolled in NC Medicaid Managed Care.

Accessing the PBA Portal:

As we approach the Go-Live date, providers should access the PBA through the **NC Medicaid Enterprise System (MES) Landing Page** via [NC 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.**”

Additional guidance, including a **Self-Help Guide**, will be available on the MES Landing Page under the **Library** section.

Pharmacy Testing

Prime strongly encourages pharmacies to submit test claims prior to Go-Live to support a smooth transition and confirm system connectivity.

Testing Window:

March 16, 2026 – April 17, 2026

Testing Registration

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

Please include the following information:

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

Test Claim Parameters:

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

Important: Use only the testing BIN (022618) during the testing period.

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

Test claims submitted using the production BIN may result in claim rejections or processing errors.

Payer Sheet

The Payer Specification sheet will be available online in **early March 2026**. The payer sheet 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 they are informed of the upcoming transition.

Pharmacy Providers Training

Prime will provide **self-paced virtual training** to support pharmacy providers in preparing for the transition to Prime’s Pharmacy Benefit Administrator services for NC Medicaid Direct. This flexible format allows pharmacies to complete training prior to Go-Live.

Training videos and supplemental materials will be available on the **North Carolina Pharmacy Provider Web Portal** beginning in **early March**. Providers are encouraged to complete training prior to Go Live.

To support provider readiness, NCDHHS and Prime will host **two provider webinars** to review the transition and address questions prior to Go-Live:

- One webinar in March
- One webinar in April

Additional training information, recordings and updates will be made available as we approach May 2, 2026.

Support and Contact Information

Beginning **May 2, 2026**, participating pharmacies may contact the **Pharmacy Call Center** at **844-620-6116** for assistance with:

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

Production Claim Submission Requirements (Effective May 2, 2026)

The following claim requirements apply to production claims submitted on or after May 2, 2026, for NC Medicaid Direct. All claims must be submitted under 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.