

NC Medicaid Direct Pharmacy Quick Reference Guide

Effective: May 2, 2026

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Pharmacy Benefit Administrator (PBA) Transition

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

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

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 has maintained the existing BIN (610242) and PCN (781640064) 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**.

Pharmacy Provider Portal

Welcome to the North Carolina Medicaid Pharmacy Portal

Welcome to the Prime Therapeutics Pharmacy Services website for the NC Medicaid Direct pharmacy program. This site is managed by Prime Therapeutics on behalf of NC Medicaid and serves as a centralized source of information for providers supporting NC Medicaid beneficiaries.

SEARCH TOOLS

Search if a drug/pharmacy is covered in the plan

ANNOUNCEMENTS

You can find the latest news items below. Scroll cards for more items.

North Carolina Medicaid Direct Pharmacy Provider Manual

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

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Mar 24, 2026

30-day Pharmacy Provider Notice

Beginning **May 2, 2026**, Prime Therapeutics State Government Solutions LLC (Prime) will serve as the Pharmacy Benefit Administrator (PBA) for the North Carolina Medicaid Direct program administered by the North Carolina Department of Health and Human Services (NCDHHS). More details are available [N...](#)

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Mar 22, 2026

Payer Specification

Payer Specification sheet is available online. 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.

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Feb 16, 2026

60-day Pharmacy Provider Notice

Beginning **May 2, 2026**, Prime Therapeutics State Government Solutions LLC (Prime) will serve as the Pharmacy Benefit Administrator (PBA) for the North Carolina Medicaid Direct program administered by the North Carolina Department of Health and Human Services (NCDHHS). More details are available [N...](#)

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Feb 16, 2026

Providers can access the PBA through the NC Medicaid Enterprise System (MES) Landing Page via [NC MES Portal](#).

Pharmacies should visit this portal for:

- Testing timelines and instructions
- Provider announcements and notices
- Training materials and webinar resources

Prime PBA Provider Portal supports:

- Pharmacy Operations Functions
 - ❖ Web Claims Submission
 - ❖ Prior Authorization Requests
 - ❖ Member Eligibility Inquiry
 - ❖ Drug Lookup Tool
 - ❖ Drug Recall Information
 - ❖ Locate a Pharmacy

Resources:

- Announcements
- Contact Us
- Drug Recalls
- FAQs
- Helper Utilities
- Site Links
 - ❖ Medicaid Bulletins
 - ❖ Portal Navigation Videos
 - ❖ Additional Supporting Links

Forms and Documents:

- PA Clinical Criteria Documents

POS Claims

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

NCTracks will no longer process NC Medicaid Direct POS pharmacy claims after **Friday, May 1, 2026**.

- There will be a scheduled system downtime from **11:45 p.m. to 12:15 a.m.** to transition from NCTracks to Prime PBA.
- To support a seamless transition, Prime will maintain the existing BIN (610242) and PCN (781640064) currently used by NCTracks at Go-Live.
- No action is required from pharmacies related to BIN/PCN changes.

Claim Submission Requirements:

- Date Rx Written must reflect the original prescription date.
- Date of Service (DOS) must reflect the actual dispensing date.
- Coordination of Benefits (COB) NCPDP standards will be applied to all claims. Claims will deny if required COB values are missing or invalid.
- POS claims are typically submitted at the time of dispensing. When submission occurs after dispensing, the following timely filing limits apply:
 - ❖ Timely Filing Limits (from DOS)
 - ❖ Original claims: 365 days
 - ❖ Reversals: 365 days
 - ❖ Re-bill claims: 18 months

Claims submitted beyond the timely filing limit will be denied with *NCPDP Error Code 81 – Timely Filing Exceeded*.

The following NCPDP transactions will continue to be accepted and adjudicated by Prime:

- B1 – Claim Billing
- B2 – Claim Reversal
- B3 – Claim Re-bill
- E1 – Eligibility

(Transaction types remain unchanged from current processing.)

Further POS (claims) information can be found in the ***Provider Manual*** on the *North Carolina Medicaid Pharmacy Portal*. Please visit [NC MES Portal](#).

Prior Authorization (PA)

Beginning **May 2, 2026**, Prime will process pharmacy claims and PAs for NC Medicaid Direct beneficiaries.

There is no change to PA submission for beneficiaries enrolled in Managed Care Plans. Those requests will continue to be submitted to the applicable health plan.

PAs for NC Medicaid Direct are processed 24/7 and may be submitted via:

- **Phone Call Center:** (844) 620 – 6116, **available:** 24 hours / seven (7) days a week / 365 days a year.
- **Web Support PBA:** Pharmacy Provider Portal by selecting the PBA tile at: <https://mes.medicaid.ncdhhs.gov/>, available Monday – Friday, 8:00 a.m. – 8:00 p.m. EST
- **Fax Number:** (866) 422-8981
- **Mail:** Prime Therapeutics State Government Solutions, LLC
Attn: GV
P.O. Box 64811
St. Paul, MN 55164-0811
- **Electronic Prior Authorization (ePA)** through **CoverMyMeds®** (preferred)
- Accessible via the **Secured Provider Dashboard** of the Prime PBA – Medicaid Pharmacy Portal

If a PA is timed out during the **scheduled system downtime from 11:45 p.m. to 12:15 a.m.**, the pharmacy can resubmit to Prime after **12:15 a.m. on May 2, 2026**.

Existing and historical NC Medicaid Direct PAs will automatically transfer to Prime before **May 2, 2026**.

Emergency Supply

Emergency Supply Guidance:

Pharmacies should dispense a 72-hour emergency supply when all of the following apply:

- The medication requires PA;
- The prescriber cannot be reached; and
- A delay in therapy could result in patient harm.

Billing Guidance:

- Submit the claim using Submission Clarification Code (SCC) 13 (emergency supply).
- Limit the quantity dispensed to a 72-hour (three-day) supply.
- Follow standard claim submission processes using current BIN (610242) and PCN (781640064).

Provider Payment Information

For NC Medicaid Direct – All inquiries regarding check-write, remittance advices and check/payment information will continue to be handled by the NC Medicaid Contact Center.

Prime will process pharmacy claims; however, payment issuance and remittance inquiries will continue through NCTracks.

Providers may contact:

(888) 245-0179 or

Online: <https://www.nctracks.nc.gov>

Provider Contacts and Resources

For NC Medicaid Direct

All inquiries regarding:

- Check-write
- Remittance Advices
- Check/payment information will continue to be handled by the NC Medicaid Contact Center.

Providers may contact:

NC Medicaid Contact Center

Phone: (888) 245-0179 or

Online Website: <https://www.nctracks.nc.gov>

Prime will process pharmacy claims; however, payment issuance and remittance inquiries will continue through NCTracks.

Prime Therapeutics (PBA)

For pharmacy claims, PA and Web Portal support starting **May 2, 2026:**

Call Center: (844) 620-6116

Available: 24 hours / seven days a week / 365 days a year

Web Support: Monday – Friday, 8:00 a.m. – 8:00 p.m. EST

Fax Number: (866) 422-8981

MES Landing Page: [NC MES Portal](#)