Frequently Asked Questions

AmeriHealth Caritas VIP Care will conclude pharmacy benefit management operations with PerformRx effective December 31, 2026. Effective January 1, 2027, AmeriHealth Caritas VIP Care will transition pharmacy benefit management services to Optum Rx. Optum Rx will manage claims processing, rebates, mail-order pharmacy, and network contracting. AmeriHealth Caritas VIP Care's Pharmacy Department will continue to manage formulary oversight, clinical programs, prior authorizations, and Member Services.

Will the transition to Optum Rx affect the formulary or covered drug list?

The transition to Optum Rx will affect the formulary.

- The formulary is updated periodically. Please refer to it regularly for the most current covered drugs and prior authorization requirements.
- The formulary for AmeriHealth Caritas VIP Care can be found at https://www.amerihealthcaritasvipcare.com/nc/member-2027/pharmacy-benefits.

Will the prior authorization process change during this transition?

No. The telephone number and process for requesting prior authorizations will remain the same during this transition.

- Prior authorizations will continue to be processed internally by AmeriHealth Caritas VIP Care.
- For questions about prior authorizations, call 1-877-625-7729.
- Information about the prior authorization submission process and required forms is available at: https://www.amerihealthcaritasvipcare.com/nc/provider/resources/priorauth

Will the pharmacy network change after the transition to Optum Rx?

We are working to maintain access to all pharmacies currently participating in our pharmacy network after the transition to Optum Rx. However, the change to Optum Rx should not affect portions of the contracted pharmacy network available to members. If a pharmacy is affected, impacted members will be notified.

If a pharmacy that is not currently part of the Optum Rx network elects not to participate, we will assist your patient in locating a new in-network pharmacy.

- The contracted pharmacies for AmeriHealth Caritas VIP Care can be found at: https://www.amerihealthcaritasvipcare.com/nc/member-2027/network-pharmacy

Will provider support contact information for pharmacy benefits change?

The pharmacy clinical prior authorization telephone number will not change. Providers may call 1-855-251-0962 with questions about prior authorizations or other pharmacy benefit services.

Will member support contact information for pharmacy benefits change?

The Member Services telephone number for pharmacy benefit questions will not change. Members may call 1-866-773-7991 with questions about prior authorizations or other pharmacy benefit services.

Questions

If you have questions about this communication, please contact your Account Executive.