

NC MEDICAID CARE MANAGEMENT & PHARMACY CONTACT INFORMATION

<p>General Information</p>	<ul style="list-style-type: none"> ▪ Provider Playbook – Medicaid Managed Care: https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care ▪ NC Medicaid Transformation: https://medicaid.ncdhhs.gov/transformation
<p>AmeriHealth Caritas</p>	<ul style="list-style-type: none"> ▪ Website: https://www.amerihealthcaritasnc.com/index.aspx ▪ Provider Support Line: 1-888-738-0004 ▪ Care Management Referrals: 1-833-808-2262 ▪ Pharmacy Provider Services: 1-866-885-1406 ▪ Provider Manual: https://www.amerihealthcaritasnc.com/assets/pdf/provider/provider-manual.pdf
<p>Carolina Complete Health</p>	<ul style="list-style-type: none"> ▪ Website: https://network.carolinacompletehealth.com/ ▪ Provider Support Line: 1-833-552-3876 ▪ Care Management Referrals: 1-833-552-3876 ▪ Pharmacy Prior Authorization: 1-833-585-4309 ▪ Provider Manual: https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCH_Current_PDF_Provider_Manual.pdf
<p>Healthy Blue</p>	<ul style="list-style-type: none"> ▪ Website: https://provider.healthybluenc.com/north-carolina-provider/home ▪ Provider Support Line: 1-844-594-5072 ▪ Care Management Referrals: 1-844-594-5072 ▪ Pharmacy Prior Authorization: 1-844-594-5072 ▪ Provider Manual: https://provider.healthybluenc.com/docs/inline/NCNC_CAID_Provider_Manual.pdf
<p>United HealthCare Community Plan</p>	<ul style="list-style-type: none"> ▪ Website: https://www.uhcprovider.com/ ▪ Provider Support Line: 1-800-638-3302 ▪ Care Management Referrals: 1-800-638-3302 ▪ Pharmacy Service Line: 1-855-258-1593 ▪ Provider Manual: https://www.uhcprovider.com/content/dam/provider/docs/public/admin-guides/comm-plan/NC-UHCCP-Care-Provider-Manual.pdf
<p>WellCare of NC</p>	<ul style="list-style-type: none"> ▪ Website: www.wellcare.com/nc ▪ Provider Support Line: 1-866-799-5318 ▪ Care Management Referrals: 1-833-298-4301 ▪ Pharmacy Prior Authorization: 1-866-799-5318 ▪ Provider Manual: https://www.wellcare.com/North-Carolina/Providers/Medicaid
<p>NC Medicaid Direct</p>	<ul style="list-style-type: none"> ▪ Website: https://www.nctracks.nc.gov/content/public/providers/pharmacy.html ▪ NCTracks Call Center: 1-800-688-6696 ▪ Care Management Referrals: 1-877-566-0943 ▪ Pharmacy Call Center & Prior Approval: 1-866-246-8505 (phone), 1-855-710-1969 (fax), NCTracksprovider@nctracks.com (email)