

WellCare of North Carolina

Medicaid Pharmacy

Provider Quick Reference Guide



PHARMACY SERVICES

WellCare of North Carolina pays for medicines covered by NC Medicaid, including many medications not listed on the NC Medicaid Preferred Drug List (PDL).

Note: NC Medicaid operates under an open formulary, covering all medications that are eligible for federal rebates per CMS.

To see the PDL, go to: [NC Medicaid Preferred Drug List \(PDL\)](#)

Access comprehensive information on pharmacy services, including coverage determination, medication appeals, and the Preferred Drug List (PDL): [Pharmacy Services Overview](#)



PHARMACY FORMS

Essential forms for providers to manage drug coverage requests and appeals:

[Prior Authorization Request Forms](#)



CLINICAL COVERAGE POLICIES

Review clinical coverage policies related to outpatient pharmacy services: [Clinical Coverage Policies](#)



CONTACT & SUPPORT


For assistance with pharmacy services or other inquiries:

Member Services: 1-866-799-5318 (TTY: 711), available Monday–Saturday, 7 a.m. to 6 p.m.

Contact [WellCare of North Carolina](#)



CURRENT WELLCARE OF NORTH CAROLINA MEMBER ID CARD AND PHARMACY PROCESSING INFORMATION

	
Member: SAMPLE A SAMPLE	
Member ID: 123456789	Medicaid#: 123ABC1234
Plan Name: North Carolina Medicaid	
Effective Date: 04/01/2023	
Primary Care Provider(PCP):	
SALLY SMITH	RxBIN: 003858
OUTER BANKS MEDICAL CENTER	RxPCN: MA
1234 MAIN STREET	RxGRP: 2ESA
STE 100	
NAGS HEAD, NC, 27959	
PCP Phone: 1-252-123-4567	

www.WellCareNC.com

WellCare of North Carolina PO Box 31370 Tampa, FL 33631-3370

For a full listing of details of carved out services, see your member handbook.

Member Services:	1-866-799-5318/TTY: 711
Provider Services:	1-866-799-5318
24-Hour Nurse Advice Line:	1-800-919-8807
24-Hour Behavioral Health Crisis Hotline:	1-833-207-4240
Prescriber Service Line:	1-866-799-5318

If you suspect a doctor, clinic, hospital, home health service or any other kind of medical provider is committing Medicaid fraud, report it.
Call 1-919-881-2320

Medical Claims: WellCare Claims PO Box 31224 Tampa, FL 33631-3224

For emergencies, call 911 or go to the nearest ER.
Contact your primary care provider as soon as possible.

BIN: 003858 PCN: MA RxGroup: 2ESA



MAIL ORDER INFORMATION

WellCare of North Carolina offers both retail and mail order services. To get started using the Express Scripts Home Delivery Service:

- » **Providers can electronically send or fax** a new prescription to Express Scripts Pharmacy at **1-800-837-0959**. *(This number is for provider use only).*
- » **Members can request online** at [Express Scripts Home Delivery](#) to register or sign in if they have their member ID number ready and follow the guided steps to request a prescription. Once Express Scripts has the member's information, they will contact the provider for approval of their prescription.
- » **Call Express Scripts Pharmacy at 1-833-750-4514 (TTY: 711)**. Express Scripts Pharmacy can contact the member's provider for a new prescription to be filled via mail order.
- » **Mail a home delivery order form.** To get a copy of the form, register or log in at [Express Scripts Home Delivery](#).
 - Go to the Benefit Menu, click Forms, and download the Home Delivery Order Form.
 - Complete the form and mail it with their paper prescription to Express Scripts Pharmacy.
- » **Important:** Refills for controlled drugs, such as Alprazolam, Clonazepam, Pregabalin, Tramadol, Zolpidem, etc., will not transfer to Express Scripts Pharmacy. Members must obtain a new prescription from their doctor via one of the methods above.