

OptumRx Frequently Asked Questions

AmeriHealth Caritas Next/First Choice Next will conclude pharmacy benefit management operations with PerformRx effective December 31, 2026. Effective January 1, 2027, AmeriHealth Caritas Next/First Choice Next will transition pharmacy benefit management services to OptumRx. OptumRx will manage claims processing, rebates, and all network pharmacy contracting. AmeriHealth Caritas Family of Companies (ACFC) Pharmacy Department will continue to manage formulary oversight, clinical programs, prior authorizations, and Member Services.

Will the transition to OptumRx affect the formulary or covered drug list?

The transition to OptumRx will not affect the formulary and/or covered drug list.

- 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 Next/First Choice Next can be found on our website at www.amerihealthcaritasnext.com > Pick Your State > For Providers > Find a Provider, Pharmacy, or Drug > Searchable Drug List.

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 ACFC.
- For questions about prior authorizations, call Pharmacy Clinical Prior Authorization at the phone number found on our website www.amerihealthcaritasnext.com > Pick Your State > For Providers > Prior Authorizations > Pharmacy Prior Authorization > By Phone.
- Information about the prior authorization process and required forms is available on our website www.amerihealthcaritasnext.com > Pick Your State > For Providers > Prior Authorizations > Pharmacy Prior Authorization > By Fax.

Will the pharmacy network change after the transition to OptumRx?

We are working to maintain access to all pharmacies currently participating in our pharmacy network after the transition to OptumRx. However, the change to OptumRx may 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 OptumRx network elects not to participate, we will assist your patient in locating a new in-network pharmacy.

- The contracted pharmacies for AmeriHealth Caritas Next/First Choice Next can be found at www.amerihealthcaritasnext.com > Pick Your State > For Providers > > Find a Provider, Pharmacy, or Drug > Find a Pharmacy > Online Pharmacy Locator.

Will provider support contact information for pharmacy benefits change?

The Pharmacy Clinical Prior Authorization telephone number will not change. For questions about prior authorizations or other pharmacy benefit services, providers may call the phone number found on our website www.amerihealthcaritasnext.com > Pick Your State > For Providers > Prior Authorizations > Pharmacy Prior Authorization> By Phone.

Will member support contact information for pharmacy benefits change?

The Member Services telephone number for pharmacy benefit questions will not change. For questions about prior authorization or other pharmacy benefits and services, members may call the phone number found on our website at www.amerihealthcaritasnext.com > Pick Your State > For Providers > Find a Provider, Pharmacy, or Drug > How to Initiate an Exception> For Members.

Questions:

If you have questions about this communication, please contact Provider Services or your Provider Network Account Executive.