

Reminder of Tailored Plans Launch on July 1, 2024

Behavioral Health and Intellectual/Developmental Disabilities Tailored Plans (or “Tailored Plans”) are a new kind of NC Medicaid Managed Care health plan. Tailored Plans cover doctor visits, prescription drugs, and services for mental health, substance use, intellectual/developmental disabilities, and traumatic brain injury in one plan. Tailored plans will launch statewide starting July 1, 2024. Approximately 200,000 beneficiaries will be enrolled into Tailored Plans.

For more detailed information please access [Fact Sheet: What Providers Need to Know Before Tailored Plan Launch](#).

Below is the Tailored Plan Pharmacy Processing information which includes the name of the plan, PBM processor, BIN, PCN, and group number for each Tailored Plan needed for pharmacy claim adjudications. The second table below provides the Tailored Plan Pharmacy Helpdesk phone number for each of the plans.

Tailored Plan Pharmacy Processing Information

Managed Care Organization	Corresponding PBM Processor	BIN Number	PCN	Group Number(s)
Alliance	Navitus	610602	MCD	Medicaid: TPMC NCHC: TPHC
Partners	CVS Caremark	025052	MCAIDADV	RX22AC
Trillium	Perform Rx	019595	PRX10811	N/A
Vaya	Navitus	610602	MCD	VAYARX

Tailored Plan Pharmacy Help Desk Contact Information

Tailored Plan Managed Care Organization	Pharmacy Help Desk Contact Information
Alliance Health	1-855-759-9300
Partners Health Management	1-866-453-7196
Trillium Health Resources	1-866-245-4954
Vaya Health	1-800-540-6083