



Frequently Asked Questions

AmeriHealth Caritas Delaware will conclude pharmacy benefit management operations with PerformRx effective December 31, 2026. Effective January 1, 2027, AmeriHealth Caritas Delaware will transition pharmacy benefit management services to OptumRx. OptumRx will manage claims processing, mail-order pharmacy, and network contracting. AmeriHealth Caritas' 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 preferred drug list or covered drug list.

- The preferred drug list is updated periodically. Please refer to it regularly for the most current covered drugs and prior authorization requirements.
- The preferred drug list for AmeriHealth Caritas Delaware can be found at <https://www.amerihealthcaritasde.com/apps/formulary>.

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.
- For questions about prior authorizations, call 1-855-396-5770.
- Information about the prior authorization submission process and required forms is available at <https://www.amerihealthcaritasde.com/provider/resources/prior-auth>.

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 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 OptumRx network elects not to participate, we will assist your patient in locating a new in-network pharmacy.

- The contracted pharmacies for AmeriHealth Caritas Delaware can be found at <https://www.amerihealthcaritasde.com/provider/pharmacy>.

Will provider support contact information for pharmacy benefits change?

The pharmacy clinical prior authorization telephone number will not change. Providers may call 1-855-251-0966 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 1-855-251-0966 with questions about prior authorizations or other pharmacy benefit services.

Questions

If you have questions about this communication, please contact your [Account Executive](#).