

Pharmacist Checklist and Provider Guide



As of Jan. 8, 2024, NC Medicaid allows immunizing pharmacists to enroll as providers using the Ordering, Prescribing, and Referring (OPR) Lite application. Enrollment will support utilization of the NC Medical Board and Board of Pharmacy statewide protocols which authorize immunizing pharmacists to dispense, deliver or administer the following:

- [Self-Administered Hormonal Contraceptive Protocol](#)
- [Nicotine Replacement Therapy Protocol](#)
- [Prenatal Vitamins Protocol](#)
- [Post-Exposure Prophylaxis \(PEP\) for HIV Protocol](#)
- [Glucagon Protocol](#)

NOTE: For taxonomy, CPT, and Diagnoses Code information, view the NC Medicaid Bulletin: [Immunizing Pharmacists Enrollment Opening in January 2024](#)

Enrollment and Contracting Checklist:

☐ Enroll with NC Medicaid. For guidance reference:

- [NCTracks User Guide: Ordering, Prescribing, and Referring \(OPR\) Provider Enrollment \(Immunizing Pharmacists Providers\)](#)
- [NCAP Medicaid Enrollment Requirements](#)
- Requirements for enrollment under the Pharmacy Service Providers level 2 taxonomy 183500000X are found also in the [Provider Permission Matrix on the NCTracks Provider Enrollment webpage](#).

☐ Once enrollment is complete, contract with Carolina Complete Health:

- Submit the [Contract Request Form](#) with Carolina Complete Health Network
- Carolina Complete Health (CCH) is also currently contracting providers for physical health services with two Tailored Plans – Partners Health Management (Partners) and Trillium Health Resources (Trillium). If you would like to join the Tailored Plan network(s), you can indicate so by checking the applicable boxes on the contract request form.
- For questions about this process, email Provider Relations: NetworkRelations@cch-network.com

☐ When you receive your fully executed contract, you will also receive a Provider Welcome Packet. This contains helpful information to get you started including the materials below and more:

- [New Provider Welcome Letter](#)
- [Quick Reference Guide](#)
- [Secure Provider Portal Guide](#)

Continued on page 2

☐ **Submit a claim:**

- View the electronic claim submission methods for CCH, Partners, and Trillium: [Provider Guide](#)

☐ **Receive payment:**

- Clean claims are resolved (finalized paid or denied) 95% within 15 calendar days and 99% within 30 calendar days of receipt of the claim.
- Register for Electronic Funds Transfer for expedited cash flow:
 - [Payspan Quick Reference Flyer \(PDF\)](#)
 - [Payspan Training and User Guide \(PDF\)](#)

Need Assistance?

Contact your Provider Engagement Administrator or email ProviderEngagement@cch-network.com for support.

Last Revised: April 17, 2025