

IMPORTANT Information from CarolinaCARE

No Payroll Deduction for CarolinaCARE prescriptions beginning January 1, 2024

Teammate,

It is our pleasure to serve as the prescription mail order pharmacy for Atrium Health. Over the years, we have tried to provide a service that is both convenient and efficient. We want to share an important update with you as you plan for your 2024 benefits.

Effective January 1, 2024, payroll deduction will no longer be a payment option for prescriptions filled through the CarolinaCARE mail delivery program.

Here is what you need to know in order to be ready for the change on January 1, 2024.

Why is payroll deduction going away?

CarolinaCARE is growing and implementing best in class software to serve teammates and health plan members most effectively. In 2024, the new platform will no longer have a payroll deduction option.

What other options can I use to pay for my prescription orders at CarolinaCARE?

As of January 1, 2024, you can pay for prescription orders using your Health Savings Account (HSA) card, Flexible Spending Account (FSA) card, credit and debit cards such as Visa, Mastercard, American Express and Discover.

Is there an advantage to using my HSA or FSA card instead of a regular credit or debit card?

Yes. Teammates can use their HSA or FSA cards for a tax-free way to pay for prescriptions and other qualified medical expenses.

I currently use payroll deduction as a back-up to my HSA or FSA card whenever all my funds are spent. What will happen when payroll deduction goes away?

Again, when payroll deduction is no longer available as of January 1, 2024, you will be able to use your HSA or FSA account cards, credit and debit cards to pay for prescription orders