



Atrium Health | CarolinaCARE

YOUR QUESTIONS, ANSWERED

Navicent Health Teammates – WELCOME TO CarolinaCARE!

What is CarolinaCARE?

CarolinaCARE is a convenient home-delivery pharmacy service available to Navicent Health teammates and their family members. This prescription program is offered as part of Navicent's medical benefit for individuals taking medications for chronic conditions such as diabetes or high blood pressure, as well as routine medications like birth control or inhalers for asthma.

What are the benefits of using CarolinaCARE prescription mail service?

- **Saves you money:** We offer medication prices that are often less expensive than retail pharmacies. And in some cases, you may pay less than the indicated copay amount set by your Navicent Health plan.
- **Home delivery:** Medications are delivered right to your door. There is *no additional charge* for the prescription mail service, or the special packaging provided with specialty drug orders.
- **Convenience:** Reorder once every three months, or we can fill for a 30-day supply.
- **Quick shipments:** Our turnaround times are considerably shorter than traditional mail order prescription services. Orders are generally shipped within 3-5 business days after receipt of the order by CarolinaCARE.
- **Secure shipping methods:** We use innovative shipping approaches to ensure your medicine arrives safely with packaging that meets standards set by the USP (United States Pharmacopeia). Monitoring temperature ranges (highs and lows) along with upholding strict confidentiality standards are given top priority at CarolinaCARE.
- **Accreditations:** CarolinaCARE has completed a rigorous review process to achieve and maintain accreditation from the Accreditation Commission for Health Care (ACHC) and the URAC Specialty Pharmacy Accreditation programs.
- **Prescription benefit experts:** Our pharmacists are familiar with approved medication lists and can make recommendations that can lead to significant cost savings.

What additional services are offered by CarolinaCARE?

If you have a chronic condition, such as diabetes, high blood pressure or high cholesterol, and are interested in lowering your medication costs, **One-on-One Rx** may be right for you.

One-on-One Rx is an appointment-based medication therapy management service that allows members to speak directly with a pharmacist, on the phone or by video conferencing, in order to reduce medication costs. By talking with you and working with your physician, our pharmacists can help find the

best way to lower your medication costs. A calendar with available appointments is posted on the CarolinaCARE website for use by Navicent teammates. Visit www.carolinacarerx.org.

How do I get started with CarolinaCARE?

The staff at CarolinaCARE is constantly working to deliver a smooth, hassle-free experience for you. To allow time to process and ship your order, we encourage you to PLAN AHEAD, before you run out of a medication.

- **Register on the CarolinaCARE website.** It is a good idea to start by creating an account on the CarolinaCARE website (www.carolinacarerx.org). This highly secured site provides
 - the quickest, most efficient way to order refills
 - an option to enter and prioritize your preferred methods of payment, including Navicent payroll deduction
 - send a message to the CarolinaCARE team
 - print your prescription history
 - get a prescription price estimate

Is an updated prescription drug formulary available?

Yes. The drug formulary can be found on the CarolinaCARE website and is updated monthly. CarolinaCARE prescription mail pharmacy partners with OptumRx to manage the medication formulary (that is, the list of drugs and supplies covered by the Navicent Health Plan). You will continue with the Optum Premium formulary and can anticipate the same twice-a-year change to the formulary. When these occur – on January 1 and July 1 - ample notice will be provided several months in advance by OptumRx. The alert from OptumRx will allow time to consult with a One-on-One Rx pharmacist and/or your medical provider.

I participate in the Road to Wellness program offered through Secure Health. Can I continue?

Absolutely yes! This valued program remains intact, with the same copay structure. You will, however, order these medications through CarolinaCARE since these are maintenance drugs, taken on a regular schedule to treat a chronic medical condition. Be sure to plan ahead and order your medications before you run out!

Will I be required to get a 90-day supply of the medications I take on a regular, on-going basis?

No. Unlike traditional prescription mail-service pharmacies, CarolinaCARE has your best interest in mind. You can request a 30-day or a 90-day fill on any maintenance medication ordered through CarolinaCARE. *NOTE: By law, a few exceptions may apply to controlled substances and behavioral health medications.*

Can I use my HSA or FSA card to pay for my prescriptions at CarolinaCARE?

Yes. CarolinaCARE accepts all major credit cards, health savings account cards (HSA), flexible spending account cards (FSA), Navicent payroll deduction and money orders. All orders must be prepaid prior to shipping, and you will be able to split payment between your preferred payment options if you desire. Credit, debit and co-pay card information can be entered on our highly secured website and/or by calling a CarolinaCARE member service representative Monday – Friday, 8AM-5PM at 1-866-697-6800.

Can I use prescription copay cards and medication coupons at CarolinaCARE?

Yes. When allowed by the drug manufacturer, CarolinaCARE can process most drug copay cards and medication coupons. Be sure to read completely the fine print on your coupon and savings card. For confirmation or questions, you can contact a CarolinaCARE member service representative toll-free at 1-866-697-6800. *NOTE: CarolinaCARE does not participate in the GoodRx, WellRx or Blink Health savings programs.*

Can my doctor send my prescription electronically (e-prescribe) to CarolinaCARE?

Yes! If your physician participates through an e-prescribe network such as SureScripts, s/he can electronically submit prescription orders directly to CarolinaCARE. Since there are a few pharmacies with similar names to CarolinaCARE, you can also give your provider the unique CarolinaCARE NABP number: **3400152**. This way, s/he will be sure to select the correct pharmacy location and avoid delay in shipping your prescription order.

When will I receive my prescriptions?

In most cases, prescriptions will ship from our facility within three to five business days after we receive your order. When additional steps must be taken by your CarolinaCARE pharmacist to completely process your order (i.e., requesting additional refills or obtaining a prior authorization from your medical provider), please allow up to 10-14 business days for delivery. In every case you will receive an automated alert when a delay is anticipated.

What if I get sick and need an antibiotic or a pain medication right away?

For NON-maintenance medications (i.e., drugs prescribed for a one-time or limited period to treat an acute condition like pain, infection, and flu-like symptoms), you will continue to use a local retail pharmacy. The retail copay is based on the health plan you select during the Navicent Health Open Enrollment period. Be sure to check your Navicent Health benefits information packet for more specific details.

Questions? You can reach us Monday through Friday from 8 AM to 5 PM at 1-866-697-6800.