

CarolinaCARE

Welcome to CarolinaCARE, the home delivery pharmacy owned and operated by Atrium Health. This prescription service is included as part of the medical benefit for teammates and their family members who enroll in the Health Plan. For your maintenance medications (those taken regularly on an on-going basis), CarolinaCARE most often will provide the least expensive price option. Here are a few quick tips to help you get the greatest value from CarolinaCARE.

Plan Ahead

Benefits with Day 1 Coverage

As a newly hired teammate, you must enroll in your benefits within the first 31 days. You can begin the process on the first Wednesday after your start date. Prescription coverage is offered through two (2) Plan types – the high deductible plan with a health savings account (HSA) or the copay plan with a Flexible Spending Account (FSA) account.

If you need to fill a prescription during the first 31 days of employment, before your coverage is active, it's important to remember –

1. You must use a community retail pharmacy during *the benefit election period* to fill prescriptions.
2. Prescriptions for both maintenance medications and for acute care medications can be filled at any community retail pharmacy, up to and including 30-day quantities only.
3. Newly hired teammates will have up to 31 days to elect medical benefit coverage, which includes prescription coverage (HSA or FSA plans).
4. During the 31-day pre-coverage period, before coverage is active, teammates can fill **one** 30-day supply of medication, per prescription order for each covered teammate and eligible dependent(s). First, be sure to search the Atrium Health Prescription Formulary for your medication to be sure it is covered by the Health Plan ([Prescription Formulary](#)) .
5. Teammates and eligible dependents will pay the full retail price of medications until enrollment in the medical/prescription plan is complete *and* a medical ID number is assigned.
 - Save all receipts with the complete prescription information listed (i.e., retail pharmacy information, patient information, prescription number, medication information, prescriber information, and payment information)
6. **Reimbursement of pre-coverage prescription expenses through Optum Rx is time-sensitive!** After election of coverage and BEFORE THE NEXT FILL OF THE SAME PRESCRIPTION is due, complete and submit the Optum Rx Prescription Reimbursement Form directly to Optum Rx. To prevent delays in processing future fills of your medication, teammates/dependents should immediately complete and submit the Optum Request for Reimbursement Form.
 - Within 31 days of filling the prescription and before the next fill is due, complete and submit the Optum Rx Prescription Reimbursement Form to Optum Rx.
 - The form is available on the CarolinaCARE website at www.carolinacarerx.org .
 - The form can be submitted to Optum Rx in two ways:
 - **Electronically** - usually a faster turn-around time is experienced by using the e-electronic form. You must upload all receipt documents into the Optum Rx portal via the CarolinaCARE website at www.carolinacarerx.org or

- **US mail delivery** - using the address printed on the paper version of the Optum Rx Prescription Reimbursement Form. The manual form may require additional time for postal service delivery.
7. If you filled medications during your 31-day pre-coverage period at an Atrium Health retail pharmacy**, please keep in mind...prescriptions filled at a retail pharmacy owned and operated by Atrium Health in the Charlotte market will follow a different refund process.
 - Complete and submit the Optum Rx Prescription Reimbursement Form electronically (faster turn-around) or by US mail delivery using the paper form.
 - A follow-up letter will be mailed to you by Optum Rx and will list the next steps to follow.
 - Take the Optum Rx letter to the Atrium Health retail pharmacy** where prescription(s) were filled.
 - The Atrium Health Retail Pharmacy** will provide your refund.
 8. **Specialty medications** will also follow a different process for both filling the specialty drug and for reimbursement of the prescription expense.
 - If you or your dependent use a **specialty medication**, contact a representative of Atrium Health Specialty Pharmacy Service before you run out of medication at 1-888-835-0063.

Create an account on the CarolinaCARE website at www.carolinacarerx.org.

For HIPAA compliance, members who are age 12 years and older must create an individual account. You will need your medical ID number (from your medical card). The CarolinaCARE website offers the simplest, most convenient way to securely and conveniently:

- ✓ Communicate 24/7 with the CarolinaCARE team
- ✓ Track your prescription order status
- ✓ Provide/Update personal information such as permanent address, shipping address, e-mail address, phone number and payment information
- ✓ Print medication history
- ✓ Print prescription forms and documents
- ✓ Learn how to safely dispose of unwanted, expired, and unusable drugs and devices (Reference section)

Click here to [Find Notices of Privacy Practices](#) for facilities at Atrium Health or visit <https://atriumhealth.org/for-patients-visitors/privacy> . Once you have reviewed the document, please sign and return the Notice of Privacy Practice acknowledgement page to us at OneonOneRx@atriumhealth.org or by FAX or scan to 704-512-6801.

[NEW: Listen to our Podcast Episode](#)

You can now learn more about CarolinaCARE by simply listening to our podcast episode on Atrium's very own podcast series, The WELL! To access this episode, please visit www.CarolinaCARErx.org and follow the link provided on our homepage.

Partner with Us for Added Cost Savings

Schedule an appointment with a One-on-One Rx pharmacist at CarolinaCARE.

- ✓ To be eligible for One-on-One Rx, you must take at least one chronic maintenance medication (that is, a medication taken on a regularly scheduled, on-going basis).
- ✓ Appointments are available by phone or by virtual visit using smartphone, tablet, or computer. For scheduling, visit www.carolinacarerx.org.
- ✓ Transfer all maintenance medication(s) with refills remaining from your local retail pharmacy to CarolinaCARE before you run out of the medication(s) *by obtaining a*

NEW prescription from your provider. Ask your provider to e-prescribe the NEW order directly to CarolinaCARE.

- ✓ Certain maintenance or preventive medications must be filled at CarolinaCARE after one fill at a retail pharmacy. For a complete list of these preventive medications, visit www.carolinacarerx.org.
- ✓ Check the estimated prescription price frequently and just before placing your prescription order. A handy price estimator tool is available on the CarolinaCARE website at www.carolinacarerx.org.
- ✓ Most often, CarolinaCARE offers the lowest price to meet your prescription needs. We can fill both 30-day and 90-day quantities when allowed by law and by the Health Plan design.
- ✓ Enroll eligible prescriptions in automatic refills or signup for refill reminders to ensure you never miss a fill. Visit www.carolinacarerx.org to update these preferences.

Participate in Your Health and Well-Being

- ✓ Provide your preferred e-mail address to receive important announcements and updates about your prescription order from CarolinaCARE. Visit www.carolinacarerx.org .
- ✓ Earn an annual financial incentive* by consulting with a One-on-One Rx pharmacist at CarolinaCARE. For more information, visit www.carolinacarerx.org .
- ✓ Access important documents and reference materials from the CarolinaCARE website (i.e., list of \$0 copay medications, list of preventive medications for reduced copay, prescription plan summary, HIPAA Release of Information form, etc). Visit www.carolinacarerx.org .
- ✓ Review and print the Enterprise Notice of Privacy Practices.

Check us out and discover the ease and convenience of CarolinaCARE prescription services at www.carolinacarerx.org.

* Incentives may vary by Health Plan design. Check your specific Plan documents.

** Atrium Health retail pharmacies located in the Charlotte market include:

Atrium Health Rx Albemarle	105 Yadkin Street	Ste 103	Albemarle	NC	28001
Atrium Health Rx Kenilworth	1225 Harding Place	Ste 1400	Charlotte	NC	28204
Atrium Health Rx Medical Center Plaza	1001 Blythe Blvd	Ste 201	Charlotte	NC	28203
Atrium Health Rx Morrocroft	4525 Cameron Valley Pkwy	Suite 120	Charlotte	NC	28211
Atrium Health Rx Norwood	269 S Main Street		Norwood	NC	28128
Atrium Health Rx Oakboro	218 Alonzo Road		Oakboro	NC	28129
Atrium Health Rx Pavilion	920 Church St, North		Concord	NC	28025



Atrium Health Notice of Privacy Practices

Acknowledgement of Receipt

I have been provided a copy of the Atrium Health Notice of Privacy Practices.

[Find Notices of Privacy Practices](#)

Name (Print) _____

Date of Birth _____

Today's Date _____

Signature _____

Please return this form by fax or email:

Email: OneOnOneRx@atriumhealth.org

Fax: 704-512-6801

Documents can also be mailed to:

Attn: CarolinaCARE

PO Box 31691

Charlotte, NC 28208