

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

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

For HIPAA compliance, members who are age 18 years and older must create an individual account. You will need your medical ID number (from your medical card) and the last four digits of your social security number. 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

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, virtual visit using smartphone, tablet, or computer, and on-site at the Airport Center location.
- ✓ 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.

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 wellness 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.