

## Important Message from CarolinaCARE

### COVID-19: Operations Update

The health and well-being of the customers we serve remain our top priority during the unprecedented challenges created by the spread of COVID-19 (Coronavirus). Be assured the CarolinaCARE staff remains vigilant to local, state and federal directives, while still working at a high capacity to fulfill your prescription orders.

We are experiencing higher than normal telephone calls and offer the following responses to your most frequently asked questions. In general, you can help us serve each member more effectively if you:

1. Connect with CarolinaCARE via our messaging tool on the secured website at [www.carolinacarerx.org](http://www.carolinacarerx.org)
2. Track your order status via the CarolinaCARE website Order Status tool at [www.carolinacarerx.org](http://www.carolinacarerx.org)
3. Plan ahead and allow an *additional* 3-5 business days (total of 6-10 business days) to process your order and then be shipped to you until normal business processes are restored.

#### FREQUENTLY ASKED QUESTIONS

##### Why can't I see the new prescription that my doctor just sent in electronically?

For patient safety, all new prescriptions must be checked by our pharmacists for accuracy, completeness and appropriateness before they are displayed in the patient's secure on-line Rx record. For this review to be completed, please allow 24-48 hours from the day your medical office confirms your prescriptions have been sent to CarolinaCARE.

##### How long does it take for my order to get to me?

Normal processing time for orders is 3 to 5 business days plus shipping time. Refrigerated products are sent via FedEx overnight and should arrive the next day after shipping. All other orders are sent via USPS Priority mail and typically arrive in 2 business days after shipping. ***With the operational and safety challenges faced through COVID-19 precautions, please allow an additional 3-5 business days to receive your order – a total of 6-10 business days. For all orders, you will be notified via your preferred contact method when the order ships.***

##### How do I know if there is a problem with my order?

You will be notified via your preferred contact method about any order that will be delayed beyond the above, *temporary* shipping guidelines (i.e., within 6-10 business days). Typical reasons your order could be delayed can include method of payment issues, no refills remaining, prior authorization required or high cost items (high cost refers to products that cost \$300 or more. We will always reconfirm before shipping). ***Be sure to contact CarolinaCARE as quickly as possible after notification of an outstanding issue to avoid further delay.***

### **Why didn't you ship my order when my doctor sent it in?**

Orders sent in by the doctor are placed on HOLD until they are requested to be filled by the patient. Make your requests through the CarolinaCARE website or the CarolinaCARE Member Services phone line. This allows you to control where the order is sent, how it is paid for and to obtain the price before the order is shipped.

### **Can you call my doctor for new prescriptions?**

No-CarolinaCARE will electronically submit requests for refills of any medication that's currently listed on the patient record (visit [www.carolinacarerx.org](http://www.carolinacarerx.org) to securely view your record). If we have not previously filled the medication through CarolinaCARE or a retail pharmacy that allows prescription transfer, please contact your physician directly.

### **Can I call or fax in my own prescriptions?**

No-only the physician's office can legally e-prescribe, fax or call in prescriptions. If you have been given written prescriptions, please obtain an order form from our website and mail them to us.

### **Do I have to fill my controlled substance prescriptions at CarolinaCARE?**

Typically, controlled substance medications are not considered maintenance drugs and are not required to be filled through prescription mail services.

### **Why can't you transfer a controlled substance prescription that is on HOLD at a retail store, or on HOLD at CarolinaCARE?**

Federal DEA guidelines require controlled substance prescriptions to be filled at least once at the original pharmacy before it is eligible for transfer to a different pharmacy.

### **How do I return a medication that I don't want?**

For patient safety and in accordance with guidelines provided by the North Carolina Board of Pharmacy, medications will not be accepted for return once they have shipped from the CarolinaCARE facility.

The CarolinaCARE Member Services schedule has been temporarily scaled back by one hour. You may speak with a representative Monday – Friday, 8AM – 5PM by dialing 1-866-697-6800.