

CarolinaCARE

Welcome to CarolinaCARE, the home delivery pharmacy owned and operated by Atrium Health! This prescription mail service is included as part of the medical benefit for teammates and their family members who enroll in the Health Plan. 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 age 18 years and older must create an individual account. You will need your prescription ID number 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
- Transfer retail prescriptions to CarolinaCARE
- 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
- Reference the Atrium Health Notice of Privacy Practices <https://atriumhealth.org/for-patients-visitors/privacy>

Partner with Us for Added Cost Savings

- Schedule an appointment with a One-on-One Rx pharmacist at CarolinaCARE.
 - o 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).
 - o Appointments are available by phone, virtual visit using smartphone, tablet, or computer, and on-site at the Airport Center location in Charlotte, NC.
- Transfer all maintenance medication(s) with refills remaining from your local retail pharmacy to CarolinaCARE before you run out of the medication(s).
 - o 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.
 - o Most often, CarolinaCARE offers the lowest price to meet your prescription needs. We can fill both 30-day and 90-day quantities where 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.
- 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.

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