



CarelonRx Pharmacy FAQs

January 22, 2024

Since January 1, our home delivery pharmacy, CarelonRx Pharmacy, has experienced some system issues and high call volume. This has resulted in higher-than-normal wait times and delays in responding to member questions. We apologize for any inconvenience you may have experienced filling your prescription. While we are still experiencing long hold times due to the volume of member calls, we have fixed most issues, and our goal is to help you get your medications as soon as possible.

We expect to be back to normal service levels by February 5 and are confident that we will be providing a great experience with superior service. We hope you will give us a chance to prove that. The following frequently asked questions address the most common questions we have received:

Q. I have questions about my home delivery prescription, but I can't reach a representative to assist me, and I've been placed on hold for a lengthy period of time. What is CarelonRx doing to solve this and what should I do in the meantime?

A: We are aware that members are experiencing long hold times and other challenges filling prescriptions. While we understand this is unacceptable, please know that we are working hard to make it right and ensure you have access to your prescriptions. We are working to address our hold times by adding more staffing to our phone lines. When you call, the process should work as follows:

If you call the number on your ID card with a question about your home delivery prescription, the Pharmacy Member Services representative will transfer you to a home delivery representative. If there is a lengthy wait time, they will take down your information for a call back. Our representatives are proactively calling members with home delivery prescriptions to ensure that CarelonRx Pharmacy has each member's prescriptions.

You may also visit your health plan's website or app to refill or check on your prescription.

Q: I'm running out of my prescription and cannot wait for someone to call me back. What should I do?

A: If you call the number on your ID card, Pharmacy Member Services will transfer you to a home delivery representative, and they will reach out to your doctor to request a refill of a prescription. You may call also CarelonRx Pharmacy at 833-396-0309, and they will reach out to your doctor. If you are urgently in need of a medication, please contact your physician and ask them to send a short-term supply of the medication to your local pharmacy.

Q: I went to my health plan's website to confirm that my prescriptions transferred successfully, but I am not seeing any prescriptions (or I am only seeing some of my prescriptions on the website). What should I do?

A: According to state and Federal guidelines, some prescriptions are not eligible for transfer. Prescriptions will **not** transfer if:

- The prescription has no refills remaining
- The prescription is expired
- The prescription is for a controlled substance

If your prescription falls into one of those categories, or if another prescription is still not appearing, please contact Pharmacy Member Services by calling the phone number on your member ID card. The representative can work with a CarelonRx pharmacist, who will contact your provider to obtain all the prescriptions needed. As a second option, you can ask your provider to send a new prescription to CarelonRx Pharmacy.

If your prescription doesn't fall into one of the above categories, we did have a system issue that resulted in eligible prescriptions not appearing on your health plan's digital tools, but that issue has been resolved. All eligible prescriptions with refills remaining, transferred from your prior home delivery pharmacy, should be viewable on your health plan's digital tools, including the website and app. Please make sure you have at least 12 months of history selected.

Q: I am out of refills and my prescription didn't transfer from my previous home delivery pharmacy. What should I do?

A. You should contact your provider and ask to have a new prescription sent to CarelonRx Pharmacy. This is generally the fastest way to get a new prescription.

You can also ask the Pharmacy Member Services representative to contact a CarelonRx pharmacist who will contact your provider to obtain all the prescriptions needed.

Q: I was told that I would be able to order refills online, but I am not able to do. What should I do?

A: The refill option will only display on our digital tools 14 days before your prescription is available for refill. An enhancement is being put into place to display the date when your prescription will be available for refill. This enhancement should be complete for all members by the end of January.

Q: My doctor sent a new prescription to CarelonRx Pharmacy, but I called the pharmacy, and they are unable to find the prescription. What should I do?

A: A new prescription sent in by your physician will show up in the pharmacy system once the prescription is entered into your account. This normally occurs within 12 hours of being ordered by the physician. After that, the prescription should be viewable on all your health

plan digital tools, including the website and app. If your prescription is urgently needed, please call the Pharmacy Member Services number on your member ID card. A Pharmacy Member Services representative can reach out to a CarelonRx pharmacist who will locate and process the prescription.

Q. How do I pay for my mail order prescriptions?

A: Even if you have not entered payment information on your health plan's website or app, or spoken with a pharmacy representative, CarelonRx Pharmacy will ship and bill your medications. You can add your payment information on your health plan's website or app or call the Pharmacy Member Services number on your member ID card. Once connected with a representative, they will enter that information in your account.

If you tried to enter your payment information or communication preference, and weren't able to do so, that issue has been resolved. You can now enter this information on your health plan's website or app.

Q: Why am I unable to view my prescription tracking information?

A: There was a system issue that may have been impacting your ability to view shipment tracking information for your prescription. That issue will be fixed by the end of January so you can see the tracking information for your prescription.

Q. Can I pay for expedited shipping of my prescriptions?

A: Yes. You can request expedited shipping when refilling a prescription. There is a \$15 charge for expedited shipping. If you are speaking with a CarelonRx Pharmacy call center representative, they can waive the fee. If you refill your prescription online and select expedited shipping, you can request a refund by calling Pharmacy Member Services at the number on your ID card or by calling CarelonRx Pharmacy at 833-396-0309.

Q. I left my name and phone number for a call back, but nobody from CarelonRx Pharmacy has called me back. When should I expect a call back?

A. We are actively working to call every member back. Due to elevated call volumes, it's taking longer than our normal turnaround times, and we apologize for that. You should expect a call back within 48 hours.