

## CarolinaCARE Website Transition to MyAtriumHealth Portal FAQ's

### What You Need to Know About Your New Mail-Order Prescription Portal – Frequently Asked Questions (FAQs):

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### What's New

**1. Why are you changing CarolinaCARE, the prescription mail service and specialty medication pharmacy, to MyAtriumHealth?**

The CarolinaCARE pharmacy is not going away. What's changing is that the MyAtriumHealth portal will replace CarolinaCARE's current website to provide all customer care in one place with an improved user experience. The name of the portal also reflects our Atrium Health brand. The transition will go into effect on Saturday, June 8, 2024.

**2. What will be different with ordering prescription refills?**

Beginning Saturday, June 8, mail-order prescriptions will be ordered through the MyAtriumHealth portal. Information about how to order new and refill prescriptions will be provided before the June 8 go-live.

### The Transition

**3. What will happen to CarolinaCARE during the transition?**

The transition will occur in stages:

**On Tuesday, June 4, 2024**

- **Before 5 p.m.**, continue to order 90-day prescriptions that are due to be filled on the CarolinaCARE website.
- **At 5 p.m.**, the CarolinaCARE website will sunset and will no longer be accessible for placing orders or sending messages to the CarolinaCARE staff. Please be assured that you will not lose any of your health information.

**On Wednesday, June 5 through Friday, June 7**

- Providers will be able to submit new prescriptions and refill approvals for patients; these will be processed in the new system beginning Saturday, June 8.
- CarolinaCARE phone lines will remain open to answer any questions. Prescriptions for non-maintenance medications or for an acute illness will still be able to be filled at your local retail pharmacy. However, we will not be able to start new orders for maintenance medications during this time.

**On Saturday, June 8, at TBD (more to come on time)**

- The MyAtriumHealth portal will be live and ready for your mail-order prescription orders.
- Please begin using MyAtriumHealth patient portal to manage your prescription orders.
- You will no longer be able to fill prescriptions orders at the CarolinaCARE website.
- Continue to fill one-time prescriptions at a local retail location.

**4. When will I start using the MyAtriumHealth portal to order my prescriptions through CarolinaCARE?**

The site will be live and ready for prescription orders on Saturday, June 8. You will be able to view and fill all medications previously filled through the CarolinaCARE website using the MyAtriumHealth portal. Please continue to use [carolinacarerx.org](http://carolinacarerx.org) to order medications until Tuesday, June 4 at 5 p.m.

**5. What do I need to do for this transition to MyAtriumHealth?**

**On June 8**, simply use your same MyAtriumHealth username and password to log in to [MyAtriumHealth](https://MyAtriumHealth.org). If you have not created a MyAtriumHealth account, we encourage you to do so. In the rare case of a duplicate username or password, you will receive an email with instructions on how to set up a new username/password. Refer to the [MyAtriumHealth Patient Frequently Asked Questions](#) for more information about setting up an account.

## Setting Up a MyAtriumHealth Account

**6. What if I already have a MyAtriumHealth account?**

Atrium Health teammates and dependents who already have a MyAtriumHealth account do not need to create a new account. On Saturday, June 8, simply use your MyAtriumHealth username and password to access your information.

**7. Can I set up a new MyAtriumHealth account now?**

Yes. If you do not currently have a MyAtriumHealth account, you can request an account by clicking Sign Up Now on [My.AtriumHealth.org](https://My.AtriumHealth.org) or download the MyAtriumHealth mobile app. You will be asked a series of questions from Experian, a third-party service that will verify your identity. Atrium Health will not be able to see your answers to the Experian questions.

## Getting Your Prescriptions

**8. How will I refill a prescription for myself using MyAtriumHealth?**

Login to your MyAtriumHealth account. Go to the menu and click on medications. Choose the medications you need refilled, the shipping address and the method of payment. Click submit. More details on ordering prescriptions will be provided prior to June 8.

**9. I signed up for the Automatic Refill program at CarolinaCARE. Will my selected medications continue to ship to me as soon as they are due?**

Yes. If you signed up through the CarolinaCARE website, automatic refills will carry over to the MyAtriumHealth portal. Refill reminders will automatically be sent to all patients.

**10. If I need a new 90-day prescription during the transition, how can I get my medication?**

Teammates are encouraged to get all prescriptions submitted before June 4 at 5 p.m.; however, if a new prescription is needed during the transition, there is a grace period to submit at a local in-network retail pharmacy. Beginning Monday, June 24, all 90-day prescriptions will need to be submitted through MyAtriumHealth.

## Getting Prescriptions for Minor Dependents (Younger than 18)

**11. How do I request access to a minor's record in MyAtriumHealth?**

Beginning Saturday, June 8, parents/guardians will need to have proxy access to their minor dependents in MyAtriumHealth to manage their child's medication(s). Then, you will select the appropriate person to view and order medications. Go to [My.AtriumHealth.org](https://My.AtriumHealth.org), click on the menu, communication and request family access.

**12. Can I order prescriptions for my family members?**

In MyAtriumHealth, you will be able to order prescriptions for the family members that you have

proxy access to. The set of family members visible to you through the CarolinaCARE website will not automatically transfer to MyAtriumHealth. If you need proxy access in MyAtriumHealth to additional family members, start at the [Family Access](#) page. Learn more in [MyAtriumHealth FAQ](#).

**13. My children live at a different address than mine. How will I let you know where to ship the medication orders?**

During the order process, the preferred shipment address can be entered.

## Refills

**14. I signed up to get Refill Reminders 10 days before my medications are due to be filled. Will I continue to receive these reminders by e-mail?**

The refill reminder will be sent to you through the MyAtriumHealth portal. After the transition, these messages will no longer originate from the CarolinaCARE e-mail platform.

**15. I have no refills left on my maintenance prescriptions. Will CarolinaCARE continue to automatically send the refill request to my doctor?**

Yes, CarolinaCARE will continue to send the refill requests to your doctor.

## Pricing/Payment

**16. To pay for medications before they are shipped to me, I might use my HSA card or my personal credit card until I meet the deductible. Can I put both cards on file the same way I did on the CarolinaCARE website?**

Yes. Both FSA/HSA cards and personal credit and debit cards will be kept on file in the MyAtriumHealth portal.

**17. I always use the Prescription Price Estimator tool before I order medications. Can I still use this tool in the MyAtriumHealth portal?**

Yes, there will be a link in MyAtriumHealth to the prescription price estimator tool.

**18. Can I be billed for prescriptions when I start ordering through MyAtriumHealth?**

No. Payment information must be entered when placing your first order. Orders will not be accepted without payment information being on file.

**19. How will I pay for prescription orders before they are shipped to me?**

Credit, debit, HSA and FSA cards are all acceptable forms of payment.

## Other Questions:

**20. Is MyAtriumHealth available for mobile devices?**

Yes, you can access MyAtriumHealth on your mobile device. For the best experience, use the MyAtriumHealth app. Download the MyAtriumHealth app from the [App Store](#) or [Google Play](#). If you would prefer to keep using the MyChart app, you can add Atrium Health as an organization where you receive care, then log in with your MyAtriumHealth account, and continue using the MyChart app.