



BlueCross BlueShield
of North Carolina

MEDICARE

March 2024

CarelonRx, Inc. Mail changed to CarelonRx Pharmacy on January 1, 2024

Please note, this communication applies to Healthy Blue + MedicareSM (HMO-POS D-SNP) offered by Blue Cross and Blue Shield of North Carolina.

CarelonRx mail service pharmacy changed to CarelonRx Pharmacy on January 1, 2024.

This pharmacy change does not affect the way CarelonRx works with care providers. There are no changes to the prior authorization process, how claims are processed, or level of support.

This change does not impact your patients' benefits, coverage, or how their medications are filled.

When e-prescribing orders to the mail service pharmacy:

Prescribers will need to choose CarelonRx Pharmacy, not CarelonRx Mail, if searching by name. If searching by NPI (National Provider Identifier), the NPI is changing to 1568179489.

We are taking steps to ensure a smooth transition to our new home delivery pharmacy for your patients:

- Patients will receive a letter to alert them of their new pharmacy.
- If a patient has refills left, we will move them to CarelonRx Pharmacy, and we'll also transfer auto refills.
- If a patient does not have any refills left of their medication(s), CarelonRx Pharmacy will contact you to obtain a new prescription.
- If a patient is taking a controlled substance, CarelonRx Pharmacy will contact you to obtain a new prescription.
- All prior authorizations will be transitioned to CarelonRx Pharmacy.

CarelonRx Pharmacy delivers an enhanced, digital-first solution to your patients to improve adherence and lower costs, while removing barriers associated with traditional retail and mail order pharmacy models. Some highlights include:

- 24/7 text or chat (digitally) directly with our pharmacists at any time.
- Enhanced end-to-end order status tracking from prescription order to delivery.
- Free delivery of their 90-day supply, directly to a patient's door.

Note: CarelonRx, Inc. is an independent company providing pharmacy benefit management services for Healthy Blue + Medicare providers on behalf of Blue Cross and Blue Shield of North Carolina.

<https://www.bluecrossnc.com/providers/networks-programs/blue-medicare/healthy-blue-medicare>

Blue Cross and Blue Shield of North Carolina Senior Health, DBA Blue Cross and Blue Shield of North Carolina, is an HMO-POS D-SNP plan with a Medicare contract and a NC State Medicaid Agency Contract (SMAC). Enrollment in Blue Cross and Blue Shield of North Carolina Senior Health depends upon contract renewal.

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