

As you fill your home delivery medications with CarelonRx Pharmacy, below is some information to help address our most frequently asked questions.

- **If you have questions about your home delivery prescription**, but you can't reach a representative, consider calling CarelonRx Pharmacy during non-peak hours, which are from 7am-10am ET, and after 6pm ET. CarelonRx Pharmacy's number is 833-396-0309. You may also visit your health plan's website or app to refill or check on your prescription.
- **If you are running low on your home delivery medication**, call CarelonRx Pharmacy at 833-396-0309. If you are urgently in need of a medication, please contact your doctor and ask them to send a short-term supply of the medication to your local pharmacy.
- **If you are out of refills and need a new prescription**, contact your doctor and ask them to send an electronic prescription to CarelonRx Pharmacy. This is generally the fastest way to get a new prescription. You may also call CarelonRx Pharmacy at 833-396-0309, who will contact your doctor to obtain new prescriptions.
- **If you are trying to order refills but can't**, your prescription may not be ready for a refill. The refill option will only display on our digital tools 14 days before your prescription is available for refill.
- **If you do not see your prescriptions on your health plan's website**, they may not be eligible for transfer. Prescriptions will not transfer if there are no refills remaining, if the prescription is expired, or if the medication is a controlled substance. Call CarelonRx Pharmacy at 833-396-0309 who will contact your doctor to obtain any new prescriptions needed. As another option, you may ask your doctor to send an electronic prescription to CarelonRx Pharmacy, which generally is the fastest way to get a new prescription. When looking at your prescriptions on the website or app, make sure you have at least 12 months of history selected.
- **If your doctor sent a new prescription to CarelonRx Pharmacy**, please allow 12 hours for the prescription to show up in our pharmacy system. Once the prescription is entered into your account, it should be viewable on all your health plan digital tools, including the website and app.