

Skip the pharmacy with CarelonRx Mail

Get the medications you take regularly sent to your home

Your health plan gives you two choices when it comes to filling your prescriptions. One is to use CarelonRx Mail, our home delivery service, for any prescription medicines you take on a regular, long-term basis. Another option is to get 90-day supplies of many maintenance and other medicines on your drug list from a CVS pharmacy at the same copay as delivery. Please note that you can get your prescriptions filled at your local pharmacy two times (the first fill and a refill). After that, however, you will have to pay the full cost for your medicines at your local pharmacy until you switch to the CarelonRx Mail or CVS option.

With CarelonRx Mail, you can count on:



Convenience. Medicines are delivered directly to your home or any location you choose.

- Manage your prescriptions with the SydneySM Health app or at empireblue.com.
- Expect first-time home delivery orders to take about two weeks and refills to take three to five days.
- Set up reminders and automatic refills, too.



Safety. All orders are checked by a licensed pharmacist before they ship. Discreet packaging is:

- Tamperproof
- Temperature controlled, if needed
- Weatherproof



Peace of mind. You're less likely to miss a dose and more likely to stay on track with the treatment your doctor prescribed when you switch to home delivery.* Trained pharmacists can also answer your questions and help you 24/7.



Hassle-free service. CarelonRx Mail will contact your doctor to order a new, 90-day prescription if you need one. If a preapproval is needed, the home delivery team will reach out to you for consent before shipping your medicine.



Savings. Many medicines cost less when you fill a 90-day supply instead of three 30-day supplies. Shipping is always free.

Start home delivery now with these steps

1. Visit the *Pharmacy* page on empireblue.com, choose the *Pharmacy* tab on the Sydney Health app, or scan the QR code with your phone's camera. Register your member account if you haven't already.
2. Choose **Request a New Prescription**.
3. Type in the prescription you'd like delivered.
4. Under the name and cost of your prescription, select **Request a New Prescription**.
5. Fill in any blank fields, such as shipping address, payment method, and prescriber.
6. First-time requestors will need to select **Continue to Medical Profile**.
7. Note any allergies or health conditions and then select **Continue to Submit Order**.



We're here to help

Call CarelonRx Mail at **833-320-1180** or use the live chat feature on Sydney Health or empireblue.com.

*National Library of Medicine, National Center for Biotechnology website: A Retrospective Database Study Comparing Diabetes-Related Medication Adherence and Health Outcomes for Mail-Order Versus Community Pharmacy (accessed September 2022): ncbi.nlm.nih.gov/pubmed/30816817.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2020-2023

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