

ACCESS TO YOUR YOUNG ADULT DEPENDENT'S PRESCRIPTION ACCOUNT

Beginning November 1, 2023, children ages 12-17 will need to create a new account on the CarolinaCARE website in order to see or order their prescription medications. Parents will no longer be able to view or manage their child's prescriptions. If you have a child who will turn 12 after this date, this change will automatically take place on their 12th birthday. Have questions? Review these FAQs.

Frequently Asked Questions

What happens to my access to my child's account when they turn 12?

Up to age 12, parents/legal guardians can fully access all of their child's prescription information. On the child's 12th birthday, parental access is automatically blocked and parents will no longer see their child's prescriptions.

Why does my child need their own CarolinaCARE account?

Because CarolinaCARE is a home delivery pharmacy, it serves patients in multiple states with varying laws regarding access to health information, including prescriptions. This change is taking place in order to remain compliant with laws in all of the states CarolinaCARE services to ensure continued privacy of your child's prescription records.

The laws are intended to allow minors to receive prescription medication for sensitive issues, without worrying about how their parents may react. This may include treatment for sexually transmitted diseases and other diseases that must be reported to the state; pregnancy, drug or alcohol abuse; and mental health.

We protect the privacy of the minor and follow state law by limiting access to the child's CarolinaCARE record.

How does my child request their own CarolinaCARE account?

When a CarolinaCARE patient turns 12, they will need to create a new account on the CarolinaCARE website to manage their prescriptions. This can be done via CarolinaCARERx.org.

Can I view any of my child's prescription information after they turn 12 years old?

No. In order to protect your child's privacy and follow state laws, you will not be able to view, access or manage your child's prescriptions after they turn 12 years old.

As always, a parent or guardian may call the doctor's office to discuss any concerns about their child's health.

What if my child needs help to fill or refill a prescription?

There are several ways parents can help a child ages 12-17 to refill a prescription medication:

- **Before Nov. 1, 2023**, set up auto refill on any maintenance medications your child takes to ensure they don't miss a refill.
- If you have access to your child's prescription medication label, contact CarolinaCARE at 1-866-697-6800 or 704-512-6800 to refill a prescription over the phone.
- If your child receives a new prescription medication from an Atrium Health provider, they will be asked which pharmacy to send it to. They should choose CarolinaCARE.

- Contact CarolinaCARE at 1-866-697-6800 or 704-512-6800 with any questions you or your child have about this transition or creating a new account.

We realize this may be inconvenient and we are working on system upgrades that we hope will make this easier to manage for you and your child in 2024.

What about the rest of my child's medical information?

At age 13, teens can get their own [MyAtriumHealth](#) account with verbal consent from a parent/legal guardian at their next in-person visit with their provider. Parental access to the teen's [MyAtriumHealth](#) account automatically becomes limited.

To get ready for this transition, you or your child can ask your teen's provider at their next office visit about setting up a [MyAtriumHealth](#) account. This needs to be done in person. Your child will need verbal permission from a parent or legal guardian and an order from their provider to get their own account. Your child will receive a text or an email to activate their account once the request is submitted by their provider. Your child must have their own email address or phone number to complete this step.