

Dear Member –

Last month, we announced changes within our CarolinaCARE platform relating to access to prescription records for minor dependents aged 12 - 17. After considering feedback from members and consulting with our legal and compliance teams, we are pleased to announce we have restored the system to its prior state and implemented a proxy access procedure which allows us to remain in compliance with state law.

Effective immediately, the insured teammate and their covered spouse may access prescription records and information and submit refills for all covered minor children, except for specific classifications of prescriptions specifically defined by North Carolina state law for adolescent patients. Generally speaking, those prescriptions are for the treatment of certain types of reproductive health, communicable diseases (including sexually transmitted diseases, HIV and AIDS), substance abuse and behavioral health-related conditions. Your pediatrician, family physician or pharmacist can help you determine if specific drugs prescribed for adolescents covered under your health plan are among those covered by the privacy shield law.

By signing the Consent for Access acknowledgement form (pages 2-3 of this letter), your adolescent may waive their statutory right to privacy when receiving these types of medications, allowing full access by permitted household users to the CarolinaCARE portal, including the ability to order refills online.

If your adolescent child elects not to sign the consent form, any protected prescriptions, as defined by the law, will not be displayed. In this instance, online refills will not be available and must be managed through the automated phone system by dialing 866-697-6800. Refills using this option will require the patient's name, name of the medication and the prescription number.

As a reminder, electronic access to adolescent medical records is also protected under state law. If you haven't previously done so, a separate consent must be signed and on file for parental access to those records via the MyAtrium Health.com portal.

We appreciate your service to our mission of improving health, elevating hope and advancing healing for all and thank you for choosing us for your prescription needs.

Thank you, CarolinaCARE

View the screenshot of this notice received by North State Journal on the next page.

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Thank you,

CarolinaCARE

**Consent for Full Access to
CarolinaCARE Records
for Adolescent Patients Ages 12-17
Years**

**PARENTS OR LEGAL GUARDIANS OF
PATIENT AGES 12-17 YEARS**
