

IngenioRx is changing its name to CarelonRx in 2023


Important news about your home delivery pharmacy: IngenioRx Home Delivery Pharmacy is changing its name to CarelonRx Mail on January 1, 2023.

This means your prescriptions will be coming from CarelonRx Mail.

This name change will not impact your benefits, coverage, or how you fill your medications. Your prescriptions will still be delivered just as they are today, but you'll see our new name on the prescription label and paperwork included with your order.

To get the most from your home delivery experience, keep using the same online tools and resources you use now to:

- Access your prescription history and manage refills.
- View and pay your account balance.
- Check your order status.
- Manage your communication preferences.

Only the Mail Order form will change. Please find the form [here](#)  (/insurance/sites/www.un.org.insurance/files/carelonrx_mail_order_form_web_0123_carelonrx.pdf).

If you have questions about this name change or anything else related to home delivery, call the number on your member ID card. You have 24/7 access to call or chat with our home delivery pharmacy experts.

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