



 HOME DELIVERY. EASY WAYS TO HELP MANAGE YOUR HEALTH.

# Welcome to Convenient, Personal Drug Care.

MedImpact Direct Mail<sup>®</sup>, serviced by Birdi pharmacy, makes it easy to manage the medicine you take to help you stay healthy. You can get up to a 90-day supply. Get started today at [medimpact.com](https://www.medimpact.com). A one-time registration allows access to the portal or mobile app. MedImpact app is available in the Apple App Store and Google Play Store.

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Birdi offers home delivery service for your maintenance medications – the ones you take regularly for chronic or long-term conditions. Birdi also:

- Offers after hours service: Call Birdi at **1-855-873-8739** (TTY dial 711).
- Sends refill reminders to help you have the right amount of medicine on hand.
- Accepts manufacturer coupons to save on copay amounts.

Birdi offers Auto Refill service to commercial and Medicare members. Prescriptions enrolled in Auto Refill will process for shipment before the end of supply of prior prescription fill. To enroll eligible prescriptions in Auto Refill, sign in to **medimpact.com** and visit My Prescriptions page.

## Getting Started.

Register online at **medimpact.com** to get started. MedImpact will need information, including your allergies, medical conditions, contact information and shipping address. Your doctor will need to submit a 90-day-supply prescription to Birdi to start home delivery service. Orders are processed and shipped within 5 business days from receipt of prescription.

## MedImpact Online Tools Help You.

MedImpact is always improving your online experience. Set your notification preferences by signing in to **medimpact.com** or MedImpact mobile app. Use the portal or app anytime 24/7/365 to:

- Order new prescriptions or transfer from retail pharmacy.
- Refill mail-order drugs or renew expired mail-order prescriptions.
- Opt in or out of Auto Refill.
- Review estimated copay amount, last order status, and date for next refill.
- Get reminders and alerts via automated call, email, or text.
- View and sort your list of mail-order drugs.
- Manage account information.
- Manage dependents.
- Make payments (if applicable).
- Get tax statement.

## Questions? Birdi is here to help!

If you have questions, please call Birdi toll-free at **1-855-873-8739** (TTY dial 711). Birdi customer service hours are:

Monday-Friday 8:00 am – 8:00 pm Eastern Time

Saturdays 9:00 am – 4:00 pm Eastern Time

Or email Birdi at **customerservice@birdirx.com**. For security and privacy, please do not include personal health information. Email messages are replied to within two business days.

## After-hours Care.

### If you are experiencing a medical emergency, call 911.

If you have a clinical need, Birdi pharmacists are available 24/7/365 at **1-855-873-8739** (TTY dial 711). After normal business hours, call 1-855-873-8739 (TTY dial 711) and press 4 to be routed to Birdi's answering service. Please leave a message. A pharmacist will return urgent calls within 1 hour. Non-urgent messages are handled the next business day.