



# Frequently Asked Questions

## How do I register with MedImpact Direct Mail®?

Birdi™ pharmacy, formerly known as MedImpact Direct Mail, makes it easy to manage the medicine you take to stay healthy. First, check with your employer or health plan to see if you are eligible. Then, to start mail-order service, you will need up to a 100-day-supply prescription(s) from your doctor.

## How Do I Get Started?

Sign in to [www.medimpact.com](http://www.medimpact.com), or use the mobile app “MedImpact.” The app is available on Android and iOS. Once you register, you may review details about your medicines, request new prescriptions or refills, and manage your shipping/payment details.

You can request updates about your orders to be sent by email, text, or automated phone call. When signing up for email notifications, please add the Birdi email to your list of safe recipients. You will receive a confirmation email from Birdi after registration, if you do not, check your junk email. If you receive no confirmation email, please contact Birdi at 1-855-873-8739 (TTY dial 711):

Monday - Friday	8 am – 8 pm Eastern Time
Saturday	9 am – 5 pm Eastern Time

## How Do I Set Up New Prescriptions?

### Option #1: Your Doctor Sends Us Your Prescription

Your doctor directly submits your prescription electronically or by fax to 1-888-783-1773. We can only accept faxes from your doctor. When we receive a new prescription from your doctor, we will process the order and ship it to you at the primary address on your patient profile. Controlled substances will not be shipped without your approval.

### Option #2: Sign in to Website

Sign in to our website to request a new prescription or transfer one from a retail pharmacy. Choose “Request a Prescription” at the top of “My Medications -> Prescription List” page and follow instructions.

Once your new prescription is processed, you can track orders at [www.medimpact.com](http://www.medimpact.com) or on the mobile app.

### Option #3: Mail Us Your Prescription

Sign in to [www.medimpact.com](http://www.medimpact.com) and visit Documents -> Medication Order Form. Send the form with your prescription(s) to:

Birdi  
PO Box 51580  
Phoenix, AZ 85076-1580





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## How do I find out the status of my order?

Sign in to [www.medimpact.com](http://www.medimpact.com) or our mobile app and select “My Medications” to check your order status.

## How do I transfer my existing prescription from another mail-order pharmacy?

Depending on your mail-order pharmacy, we may have received an electronic transfer of your prescription refills. If so, you will need to set up your profile first by registering at [www.medimpact.com](http://www.medimpact.com). To complete your profile, you will need to add any health conditions or allergies you may have.

New prescriptions for controlled substances, or prescriptions that have expired, were never filled, or have no refills remaining will not automatically transfer from your previous mail-order pharmacy. Birdi can help you get these medications, just call us at 1-855-873-8739 (TTY dial 711).

You can request most new prescriptions after signing in to the website. Choose “Request a Prescription” at the top of “My Medications -> Prescription List” page and follow instructions. You will need to contact your doctor for a new prescription for controlled substances.

## How do I transfer my existing prescription from another retail pharmacy?

You can request a prescription transfer for most medications after signing in to [www.medimpact.com](http://www.medimpact.com). Choose “Prescription Transfer” at the top of “My Medications -> Prescription List” page and follow instructions. You will need to contact your doctor for a new prescription for controlled substances.

## How do I order refills?

Sign in to [www.medimpact.com](http://www.medimpact.com) and click the “Register Now” button to create an account. Type in the member identification number from your member ID card, first name, last name, and date of birth. Once signed in, select the medicine(s) you need to refill, your payment method, and where you want the medicine(s) shipped.

## Do you have an Auto Refill service?

Many drug benefit programs for commercial drug plans offer an Auto Refill service. 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 your account at [www.medimpact.com](http://www.medimpact.com). “My Medications -> Prescription List” page and use the Auto Refill toggle.

Auto Refill is offered to Medicare and commercial members. Auto Refill is not offered to Medicaid members at this time.





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## How long does prescription processing and shipping take?

Orders are processed and shipped within 5 business days from receipt of prescription.

## What happens if my doctor sends a prescription directly to Birdi?

When we receive a new prescription directly from your doctor, we will process the order and ship it to you if you have a complete patient profile in our pharmacy system. Controlled substances will not be shipped without your approval.

## How are my medicines shipped?

Birdi will use the best method available to ship your order(s) and ensure you get your medicine(s) in a timely manner. You may choose expedited shipping for an added fee.

## Can I cancel an order?

No. Once an order is placed, pharmacy dispensing begins and cannot be stopped.

## What if my medicines are damaged during shipping?

Please check your prescription order for damage and accuracy as soon as it arrives. Contact Birdi with questions or concerns about the order within 14 days from the date your order was delivered. We can be reached at 1-855-873-8739 (TTY dial 711):

Monday - Friday            8 am – 8 pm Eastern Time

Saturday                    9 am – 5 pm Eastern Time

## What if I want to return a medicine?

Birdi does not accept the return of prescriptions once shipped. Call us with questions or concerns about your medication at 1-855-873-8739 (TTY dial 711).

## How do I request a refund for my medicine?

Please check your prescription order for accuracy as soon as it arrives. Contact Birdi with questions or concerns about the order within 14 days from the date order was delivered. Birdi can be reached at 1-855-873-8739 (TTY dial 711).

## How do I pay for my medicine?

All online orders require payment by credit card. For your convenience, Birdi will securely keep your credit card on file to avoid delay when you are placing an order. You can add your credit card information to your profile when





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you register online. Birdi also accepts checks and money orders by mail to: PO Box 516582 Los Angeles, CA 90051. Please include your name and member ID number or the invoice sent with your medicine when mailing in a payment. Please do not send cash.

## Will I receive more than one delivery?

If you order more than one prescription, it is possible you may receive more than one shipment of medicine. The packages may arrive on different days. To check your order status, sign in to [www.medimpact.com](http://www.medimpact.com) or the mobile app and select "My Medications."

## How long will it take for my medicine to arrive?

Orders are processed and shipped within 5 days from receipt of prescription. We offer many refill options to ensure you receive your medicine(s) as quickly as possible. You can track the status of your order online or in the mobile app. Need it sooner? Select expedited shipping for an added fee.

## Will you substitute a generic medicine?

When available and permitted by law, a generic medicine will be substituted unless you or your doctor tells us otherwise. We only substitute FDA-approved generic medicines that are equivalent to the brand-name drug under state and federal law.

Your doctor can specify brand-name medicine, if needed. You also may choose "brand-name only" medicine by speaking with the pharmacy. Please be aware that brand-name drugs may not be covered by your plan when a generic is available. Using a brand-name drug could result in a higher copay.

## What if I have a question about my medicine order?

You can find answers to many questions at [www.medimpact.com](http://www.medimpact.com).

## What is your email address?

You may email us at [customerservice@birdirx.com](mailto:customerservice@birdirx.com) and you will receive a response within 2 business days. For your privacy, please do not include any personal health information in your email.

## What if my medicine requires a Prior Authorization?

Birdi works directly with your Pharmacy Benefit Manager (PBM) MedImpact, helping to start the prior authorization process with your doctor. The PBM will send the proper form to your doctor and make the decision on the prior authorization. Birdi will notify you that coverage of your medicine requires a prior authorization and that your PBM has begun the process. If you have questions about the prior authorization process, please call the number on your ID Card.





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## What if I need 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 toll-free to 1-855-873-8739 (TTY dial 711), press 4 and you will be routed to the answering service. Please leave a message. A pharmacist will return urgent calls within 1 hour. Non-urgent messages are handled the next business day.

## How do I dispose of medicines and supplies?

Expired, broken, or unwanted medicines, including transdermal patches, must be disposed of with care. Medical supplies like needles, syringes, and diabetic testing supplies must also be disposed of properly. Visit a US agency site to learn how:

- How to Dispose Unused Medicines | FDA - <https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>
- National Prescription Drug Take Back Day| DEA - [https://www.deadiversion.usdoj.gov/drug\\_disposal/takeback/index.html](https://www.deadiversion.usdoj.gov/drug_disposal/takeback/index.html)
- Best Way to Get Rid of Used Needles and Other Sharps | FDA - <https://www.fda.gov/medical-devices/safely-using-sharps-needles-and-syringes-home-work-and-travel/best-way-get-rid-used-needles-and-other-sharps>

If you have questions for a pharmacist about disposal of your medicines or supplies, call Birdi toll-free at 1-855-873-8739 (TTY dial 711). Our customer service hours are:

Monday-Friday                      8 am – 8 pm Eastern Time

Saturdays                              9 am – 5 pm Eastern Time

Or email us at [customerservice@birdirx.com](mailto:customerservice@birdirx.com). For security and privacy, please do not include personal health information. Email messages are replied to within two business days.

