



 HOME DELIVERY. EASY WAYS TO HELP MANAGE YOUR HEALTH.

# Welcome to Convenient, Personal Drug Care.

Welcome to the MedImpact Direct Mail<sup>®</sup> Program. The Program includes Birdi<sup>™</sup> as your mail pharmacy for home delivery of maintenance medicine. These are drugs you take for conditions like high blood pressure and diabetes. You can get up to a 90-day supply of medicine. Get started today at [www.medimpact.com](http://www.medimpact.com). A one-time registration allows access to the portal or mobile app. The MedImpact app is available in the Apple App Store and Google Play Store.

Birdi makes it easy to manage the medicine you take to help stay healthy. 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.

## Getting Started.

Register online at [www.medimpact.com](http://www.medimpact.com) to get started. Information needed includes any allergies or 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. Most orders are processed and shipped within 5 business days from receipt of prescription.

## Online Tools to Help You.

You can set your notification preferences by signing in to [www.medimpact.com](http://www.medimpact.com) or MedImpact mobile app. Use the portal or app anytime 24/7/365 for Birdi to provide you with these services:

- 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.
- 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 Patient Care Center hours are:

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

Saturdays 9:00 am – 5:00 pm Eastern Time

Or email Birdi at [patientcare@birdirx.com](mailto:patientcare@birdirx.com). For security and privacy, please do not include personal health information. Standard response time to email messages is 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), 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.