Getting Started with MedImpact's Mail Order Service (Birdi)

Before You Begin

Have the following available:

✓ **Member ID** (located on your medical ID card)
✓ **Doctor's contact information**
✓ **Name of the medication** you wish to fill or transfer

1) Register Your MedImpact Account

Create your account using one of the following methods:

- Visiting https://www.medimpact.com/web/login
- Download the MedImpact mobile app, or
- Contact Birdi at 855-873-8739

Once Registered, You Can:

- View your prescriptions
- Request prescription transfers
- Track orders
- Manage payment information
- Request refills

Helpful Tip: After initial registration, access your pharmacy benefits through BrightSpring Connect using Single Sign-On (SSO); no additional login required.

2) Choose How to Fill Your Prescription

Option 1: (Recommended): Ask your doctor to send your prescription directly to Birdi
Your doctor directly submits your prescription electronically or by fax to 1-888-783-1773. Birdi can only accept faxes from your doctor. Birdi will automatically fill and ship most new prescriptions sent from your doctor except for controlled substances.

Option 2: Transfer an existing prescription
Sign in to your MedImpact account and navigate to: **My Medications→Prescription List→Request a Prescription**
Follow the prompts to transfer an eligible prescription

Option 3: Mail your prescription
Complete the Medication Order Form available in your MedImpact account and mail it with your prescription.

Questions? Birdi Customer Service: 855-873-8739