Mail Order FAQs

How do I register for Birdi, MedImpact's mail-order service?

Birdi® pharmacy makes it easy to manage the medicine you take to stay healthy. To start mail-order service, you will need a 90-day-supply prescription(s) from your doctor.

How do I get started?

Register online at www.medimpact.com or MedImpact mobile app (Download on the App Store or Google Play) or call Birdi at 855-873-8739 (TTY dial 711)

Provide contact details, shipping address and any allergies or medical conditions.

Once you register, you may review medication details, request new prescriptions or refills, and manage payment details. Opt in for phone, email or text updates about your orders. Most orders are processed and shipped within 5 days from receipt of prescription.

How do I set up new prescriptions?

Option #1: Your Doctor Sends Birdi Your Prescription

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: Sign in to MedImpact's Website

Sign in to MedImpact's 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 or the MedImpact mobile app (Download on the App Store or Google Play).

Option #3: Mail Your Prescription to Birdi

Sign in to www.medimpact.com and visit **Documents → Medication Order Form**. Send the form with your prescription(s) to:

Birdi
PO Box 8004
Novi, MI 48376-8004

How do I find out the status of my order?

Sign in to www.medimpact.com or the MedImpact mobile app (Download on the App Store or Google Play) and select **My Medications → Orders** to check your order status.

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

Depending on your mail-order pharmacy, Birdi may have received an electronic transfer of your prescription refills. 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. Ask your doctor to send these prescriptions to Birdi.

You also can request most new prescriptions after signing in to the website or mobile app (Download on the App Store or Google Play). Choose **Request a Prescription** at the top of **My Prescriptions → 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. 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, visit mobile app (Download on the App Store or Google Play) or call Birdi at 855-873-8739 (TTY dial 711) for the first fill of a medicine when it is time to refill. Birdi will send you a refill reminder if you have added your message preferences in your member profile. After the initial order, you can enroll eligible medicines in Auto Refill online at www.medimpact.com or via the app (Download on the App Store or Google Play). Note: Not all plans offer Auto Refill.

Does Birdi offer auto refills?

Many commercial prescription drug benefit plans offer an Auto Refill service. Prescriptions enrolled in Auto Refill will process for shipment before the end of supply of the prior prescription fill.

To enroll eligible prescriptions in Auto Refill, sign in to your account at www.medimpact.com. Go to the **My Prescriptions → 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.

How long does prescription processing and shipping take?

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

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 5 days from the date your order was delivered. Birdi can be reached at 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 Birdi with questions or concerns about your medication at 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 5 days from the date order was delivered. Birdi can be reached at 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 delays when you place an order. You can add your credit card information to your profile when you register online. Birdi also accepts checks and money orders by mail to:

Birdi
PO Box 516582
Los Angeles, CA 90051

Please include your name and member ID number or the invoice sent with your medicine when mailing a payment. Birdi does not accept cash or other forms of payment.

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 or the MedImpact mobile app (Download on the App

Store or Google Play) 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. Birdi offers many refill options to ensure you receive your medicine(s) as quickly as possible. You can track the status of your order online at www.medimpact.com or the MedImpact mobile app (Download on the App Store or Google Play). Need it sooner? Select expedited shipping for an added fee.

Will Birdi substitute a generic medicine?

When available and permitted by law, a generic medicine will be substituted unless you or your doctor says otherwise. Birdi only substitutes 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 is your email address?

Email Birdi at PatientCare@birdirx.com.

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 MedImpact, your plan's Pharmacy Benefit Manager (PBM), to start the prior authorization process with your doctor. MedImpact will send the proper form to your doctor and review the prior authorization request against your plan's guidelines for the requested medication. Birdi will notify you if coverage of your medicine requires a prior authorization and that MedImpact has begun the process. If you have questions about the prior authorization process, please call the number on your ID Card.

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 855-873-8739 (TTY dial 711). After normal business hours, call toll-free to 855-873-8739 (TTY dial 711), and follow prompts to Birdi answering service. Please leave a message. A pharmacist will return urgent calls. Non-urgent messages are handled the next business day by Birdi's pharmacy staff.

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

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 855-873-8739 (TTY dial 711). Birdi's customer service hours are:

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

Or email Birdi at PatientCare@birdirx.com. For security and privacy, please do not include personal health information. Birdi will respond to your email within 2 business days.