Frequently Asked Questions

How do I register for the MedImpact Direct Mail® Program?

Birdi™ is your mail pharmacy helping to make it easier to manage the medicine you take to stay healthy. First, check with your employer or health plan to see if you are eligible for the mail program. Then, to start mail-order service, you will need a 90-day-supply prescription(s) from your doctor.

How Do I Get Started?

Sign in to 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 patientcare@birdirx.com 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 Birdi Your Prescription

Your doctor sends your prescription to Birdi electronically or by fax to 1-888-783-1773. Birdi can only accept faxes from your doctor. When a new prescription is received from your doctor, Birdi 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 the MedImpact website www.medimpact.com to request a new prescription or transfer one from a retail pharmacy. Choose "Request a Prescription" at the top of "My Prescriptions -> Prescription List" page and follow instructions. Once your new prescription is processed, you can track orders at www.medimpact.com or on the mobile app.

Option #3: Mail Birdi Your Prescription

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

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Frequently Asked Questions

How do I find out the status of my order?

Sign in to www.medimpact.com or the mobile app “MedImpact” and select “My Prescriptions” 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. If so, you will need to set up your profile first by registering at www.medimpact.com. To complete your profile, you will need to add any health conditions or allergies you may have.

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 prescriptions for these medications, just call 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 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 Prescriptions -> 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?

Contact Birdi at 1-855-873-8739 (TTY dial 711) or visit www.medimpact.com for the first fill of a medicine when it is time to refill. Birdi will send you a refill reminder if you have given your notification preferences in your member profile. After the initial order ships, you can enroll eligible medicines in Auto Refill online at www.medimpact.com or via the app. Note: Not all plans offer Auto Refill.

Do you have an Auto Refill service?

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. “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.

A 10181 Scripps Gateway Ct, San Diego, CA 92131

P 800.788.2949

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Frequently Asked Questions

How long does prescription processing and shipping take?

Most 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 a new prescription is received directly from your doctor, Birdi will process the order and ship it to you if you have a complete patient profile in Birdi's 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) to help 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, the pharmacy begins dispensing the prescription and it 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 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 medicine?

Birdi does not accept the return of prescription drugs once shipped. Call Birdi 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 5 days from the date order was delivered. Birdi can be reached at 1-855-873-8739 (TTY dial 711).

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Frequently Asked Questions

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 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. 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 mobile app and select “My Medications.”

How long will it take for my medicine to arrive?

Most orders are processed and shipped within 5 days of receipt of prescription. Birdi offers many refill options to help 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 says otherwise. Birdi will 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. 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 by logging in to medimpact.com/members or mobile app.

What is your email address?

You may email Birdi at patientcare@birdirx.com. Standard response time to emails is 2 business days. For your privacy, please do not include any personal health information in your email.

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Frequently Asked Questions

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 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. 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
- National Prescription Drug Take Back Day| DEA - 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). Patient Care Center hours are:

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

Or email at patientcare@birdirx.com. For security and privacy, please do not include personal health information. Standard response time to email messages is two business days.

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