

MEDIMPACT DIRECT MAIL®

GET MEDICATIONS DELIVERED TO YOUR DOOR

Welcome to MID Mail. Birdi® will be your mail pharmacy for home delivery of your maintenance medication. These are drugs you take for conditions like high blood pressure and diabetes.

Convenient home delivery means no waiting in line at the pharmacy. You can get up to a 90-day supply of medication. Standard shipping is free. Automatic refill reminders help you have the right amount of medicine on hand.

Get Started with Birdi

Register online at www.medimpact.com or with the MedImpact mobile app, or call 855-873-8739 (TTY diall 711).

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

Once you register, 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.

Set Up New Prescriptions

Option 1: Your Doctor Sends Birdi Your Prescription

Your doctor sends your prescription to Birdi electronically or by fax to 888-783-1773. Birdi can only accept prescriptions 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 Website or Mobile App

Sign in to www.medimpact.com to request a new prescription or transfer from a retail pharmacy. Choose “Request a Prescription” at top of “My Prescriptions > Prescription List” page and follow instructions.

Option 3: Mail Birdi Your Prescription

Sign in to www.medimpact.com and choose “Documents > Medication Order Form.” Print and 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 order refills?

Contact Birdi at 855-873-8739 (TTY dial 711) or visit www.medimpact.com or the app for the first fill of a medicine when it is time to refill. Birdi will send you a refill reminder if you have opted in to messages 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.
Note: Not all plans offer Auto Refill.

How do I transfer an existing prescription from another pharmacy?

You can request most new prescriptions after signing in to the website or app. 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 check order status?

Sign in to www.medimpact.com or mobile app and select "My Prescriptions > Orders" to check your order status.

Questions?

Call Birdi Patient Care Center at:
855-873-8739 (TTY dial 711)

Patient Care Center Hours

Monday to Friday 8 am to 8 pm Eastern Time

Saturday 9 am to 5 pm Eastern Time

Email: **patientcare@birdirx.com**

For security and privacy, please do not include personal health information.

If you have a clinical need, Birdi pharmacists are available 24/7/365 at:
855-873-8739 (TTY dial 711)

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