

BIRDI® MAIL PHARMACY

GET MEDICATIONS DELIVERED TO YOUR DOOR

Welcome to Birdi 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 866-909-5170 (TTY dial 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 877-395-4836. 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?

Visit www.medimpact.com, use the mobile app, or call Birdi at 866-909-5170 (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 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. 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:
866-909-5170 (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:
866-909-5170 (TTY dial 711)

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SPECIALTY BY BIRDI

WELCOME TO PERSONAL SPECIALTY PHARMACY CARE

Specialty by Birdi Pharmacy helps members with complex conditions get their specialty medicine. Doctors use these drugs to treat chronic conditions such as cancer or hepatitis C.

These drugs usually need special care, close follow-up, and support for the way you take the drug. Whether this medicine is new for you, or if you have been taking it for a while, the dispensing pharmacy will help you get the most from your medicine.

Easy Options to Get Started

Ask your doctor to send a new prescription to the pharmacy using this number: **NCPDP 36-79252**

Call **877-437-9012 (TTY dial 711)** and Specialty by Birdi will help you transfer your prescription. Representatives are available 24 hours a day.

Mail your prescription to us at:
7835 Freedom Ave. NW
North Canton, OH 44720

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Count on Pharmacy for the Support and Care You Need

Specialty by Birdi gives you easy access to your medicines.
The pharmacy offers these benefits:

24/7 Dedicated Support

Specially trained pharmacists and care coordinator support are available 24/7.

Convenient, Fast Delivery

Get your medication safely and quickly delivered to your home, prescriber's office, or location of your choice. Free shipping is provided.

Financial Assistance Programs

Medication coverage support, detailed benefit reviews, and help navigating financial assistance programs that may reduce out-of-pocket expenses.

Personalized Care Plans

Pharmacists work with you and your doctor to tailor your care based on your condition and prescribed treatment.

Training and Education

Therapy-specific training and education are available. Safely store and administer your medications and understand precautions for side effects. Translation services are also available.

Questions? We are here to help.

For questions about your medicine, please call **877-437-9012 (TTY dial 711)**. Or email us at **specialtybybirdiohio@birdirx.com**. For security and privacy reasons, please do not include personal health information.

If you have a clinical need, call the number on your medication label.

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