



 HOME DELIVERY. EASY WAYS TO HELP MANAGE YOUR HEALTH.

Welcome to Convenient, Personal Drug Care.

MedImpact Direct Mail[®] makes it easy to manage the medicine you take to stay healthy. You can get up to a 90-day supply. Get started today at [medimpact.com](https://www.medimpact.com). A one-time registration allows access to the portal or mobile app. Our app is available in the Apple App Store and Google Play.

MedImpact Direct Mail[®] offers home delivery service for your maintenance medications – the ones you take regularly for chronic or long-term conditions. Our pharmacists perform multiple reviews of each prescription to help ensure accuracy of drug, dosage, and labeling. MedImpact Direct Mail also:

- Offers after hours service: Call us at **1-855-873-8739** (TTY dial 711).
- Sends refill reminders to help you have the right amount of medicine on hand.
- Accepts manufacturer coupons to save on copay amounts.

We offer Auto Refill service to commercial and Medicare members. Prescriptions enrolled in Auto Refill will have the first order refilled 14 days before running out. This helps you have at least 2 weeks' supply of medicine on hand. To enroll eligible prescriptions in Auto Refill, sign in to **medimpact.com** and visit My Prescriptions page.

Getting Started.

Register online at **medimpact.com** to get started. We will need some information, including your allergies, medical conditions, contact information and shipping address. Your doctor will need to submit a 90-day-supply prescription to start home delivery service. Orders are processed and shipped within 5 business days from receipt of prescription.

Our Online Tools Help You.

We are always improving your online experience. Set your notification preferences by signing in to **medimpact.com** or our mobile app. Use the portal or app anytime 24/7/365 to:

- Order new prescriptions or transfer from retail pharmacy.
- Refill mail-order drugs or renew expired mail-order prescriptions.
- Opt in or out of Auto Refill.
- Review estimated copay amount, last order status, and date for next refill.
- Get reminders and alerts via automated call, email, or text.
- View and sort your list of mail-order drugs.
- Manage account information.
- Manage dependents.
- Make payments (if applicable).
- Get tax statement.

Questions? We are here to help!

If you have questions, please call us toll-free at **1-855-873-8739** (TTY dial 711). Our customer service hours are:

Monday-Friday 8:00 am – 8:00 pm Eastern Time

Saturdays 9:00 am – 5:00 pm Eastern Time

Or email us at **customerservice@medimpactdirect.com**. For security and privacy, please do not include personal health information. Email messages are replied to within two business days.

After-hours Care.

If you are experiencing a medical emergency, call 911.

If you have a clinical need, our pharmacists are available 24/7/365 at **1-855-873-8739** (TTY dial 711). After normal business hours, call 1-855-873-8739 (TTY dial 711) and press 4 to be routed to our answering service. Please leave a message. A pharmacist will return urgent calls within 1 hour. Non-urgent messages are handled the next business day.