



# MedImpact Direct: Member FAQs.

**Q: I'm having issues logging in/creating an account.**

Please double check to make sure all of the information provided matches what is on your ID card. If you are still having issues, you can call (877) 403-6032 for help.

**Q: How do I complete my profile?**

If you see a notice that your profile is incomplete in your bell icon or dashboard, click alert to bring you to the section that needs to be completed. If you visit "Settings", a red dot will appear next to any section that needs to be filled out to complete your profile.

**Q: How do I view my dependents?**

In the profile drop down section or on your dashboard, there is a "Add Dependent"/"Add Other User" button to take you to your "View Dependents" section. In this section, any of your dependents that are under 12 years old will automatically be viewable (listed under "Members I Can View"). To view other members, you need to request access to their accounts (the user must have registered to be viewable). Click "Request View Access" and provide member first and last name, date of birth, and member number (make sure the information provided matches what is on his/her ID card). Member account will show a pending request. Once the request is accepted, the member will show up in the "Members I Can View" section, and view will become available to toggle to.

**Q: How do I register with MedImpact Direct Mail®?**

First, check with your employer or health plan to see if you are eligible. Then, to start mail-order service, you will need a 90-day-supply prescription(s) from your doctor.

**Q: How Do I Set Up New Prescriptions?**

*Option #1: Your Doctor Sends Us Your Prescription*

Your doctor directly submits your prescription electronically or by fax to 1-888-783-1773. We can only accept faxes from your doctor. When we receive a new prescription from your doctor without your prior consent, we will ask by text message, email or phone call to confirm that you need the shipment.

*Option #2: Sign in to Website*

Sign in to our 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](http://www.medimpact.com) or on our mobile app.

*Option #3: Mail Us Your Prescription*

Sign in to [www.medimpact.com](http://www.medimpact.com) and visit Documents -> Medication Order Form. Send the form with your prescription(s) to:

MedImpact Direct®  
PO Box 51580  
Phoenix, AZ 85076-1580

**Q: How do I find out the status of my order?**

Sign in to [www.medimpact.com](http://www.medimpact.com) or our mobile app and select "My Medications" to check your order status.



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

Depending on your mail-order pharmacy, we 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](http://www.medimpact.com). To complete your profile, you will need to add any health conditions or allergies you may have.

New 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. We can help you get these medications, just call us at 1-855-873-8739 (TTY dial 711):

Monday - Friday	7 am – 7 pm (Central Time)
Saturday	8 am – 4 pm (Central Time)
Sunday	Closed

You can request a new prescription after signing in to the website. Choose “Request a Prescription” at the top of “My Medications -> Prescription List” page and follow instructions.

**Q: How do I transfer my existing prescription from another retail pharmacy?**

You can request a prescription transfer after signing in to [www.medimpact.com](http://www.medimpact.com). Choose “Prescription Transfer” at the top of “My Medications -> Prescription List” page and follow instructions.

**Q: How do I order refills?**

Sign in to [www.medimpact.com](http://www.medimpact.com) and click the “Register Now” button to create an account. Type in the member identification number from your member ID card, first name, last name, and date of birth. Once signed in, select the medicine(s) you need to refill, your payment method, and where you want the medicine(s) shipped. You may not see the estimated copay amount for your prescriptions if your request is earlier than the next anticipated refill due date or your medicine is excluded from the drug list.

**Q: When do I need to confirm medical need for my new prescription or refill?**

MedImpact Direct Mail® is committed to your safety. When we receive a new prescription from your doctor without your prior consent, we will ask you by text message, email or phone call to confirm that you need the shipment. If the prescription is for a medication you have taken in the past six months and received from our pharmacy, we will ship it as soon as we process your order.

**Q: Do you have an auto-refill program?**

Many drug benefit programs for commercial drug plans offer an auto-refill program. Prescriptions enrolled in the program will have the first order refilled 14 days before running out. The next refill will arrive about 90 days after the last refill was delivered so you always have at least 2 weeks’ supply of medications on hand. To enroll eligible prescriptions on the auto-refill program, sign in to your account at [www.medimpact.com](http://www.medimpact.com). “My Medications -> Prescription List” page and use the Auto Refill toggle.

The auto-refill program is not offered to members in Medicaid and Medicare plans at this time.

**Q: How long does prescription processing and shipping take?**

To make sure you don’t run out of your medicine(s), place your order 2 weeks before your current supply needs to be refilled. Your medicine will be delivered right to your door within 10 days. Standard shipping is free. Need it sooner? Select expedited shipping for an added fee.

**Q: What happens if my doctor sends a prescription directly to MedImpact Direct Mail®?**

MedImpact Direct Mail® is committed to your safety. When we receive a new prescription directly from your doctor without your prior consent, we will ask you by text message, email or phone call to confirm that you need the shipment. If the prescription is for a medication you have taken in the past six months and received from our pharmacy, we will ship it as soon as we process your order.



**Q: How are my medications shipped?**

We 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.

**Q: Can I cancel an order?**

No. Once an order is placed, the pharmacy dispensing process begins and cannot be stopped.

**Q: What if my medications are damaged during shipping?**

Please check your prescription order for damage and accuracy as soon as it arrives. Contact MedImpact Direct Mail® with questions or concerns about the order within 14 days from the date your order was delivered. We can be reached at 1-855-873-8739 (TTY dial 711):

Monday - Friday	7 am – 7 pm (Central Time)
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Sunday	Closed

**Q: What if I want to return a medication?**

We do not accept the return of prescriptions once shipped. Call us with questions or concerns about your medication at 1-855-873-8739 (TTY dial 711).

Monday - Friday	7 am – 7 pm (Central Time)
Saturday	8 am – 4 pm (Central Time)
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**Q: How do I pay for my medicine?**

All online orders require payment by credit card. For your convenience, we 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. We also accept checks and money orders with prescriptions that are mailed to us. Please do not send cash. Before any order is shipped, copayments are due.

**Q: 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 medication. The packages may arrive on different days. To check your order status, sign in to [www.medimpact.com](http://www.medimpact.com) or our mobile app and select “My Medications.”

**Q: How long will it take for my medicine to arrive?**

We can often ship refill orders on the same business day. Typically, orders arrive within 10 days after you place an order or receipt of your prescription. We offer many easy refill options to ensure you receive your medicine(s) as quickly as possible. You can track the status of your order online or in our mobile app. Need it sooner? Select expedited shipping for an added fee.

**Q: Will you substitute a generic medication?**

When available and permitted by law, a generic medication will be substituted unless you or your doctor tells us otherwise. We only substitute FDA-approved generic medications that are equivalent to the brand-name drug under state and federal law.

Your doctor can specify brand-name medication, if needed. You also may choose “brand-name only” medication 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 much higher copay.

**Q: What if I have a question about my medication order?**

You can find answers to many questions at [www.medimpact.com](http://www.medimpact.com).



If you can't find an answer to your question on our website, call MedImpact Direct Mail® toll-free at 1-855-873-8739 (TTY dial 711):

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**Q: What is your email address?**

You may email us at [customerservice@medimpactdirect.com](mailto:customerservice@medimpactdirect.com) and you will receive a response within 2 business days. For your privacy, please do not include any personal health information in your email.

**Q: What if my medication requires a Prior Authorization?**

Our pharmacy works directly with your Pharmacy Benefit Manager (PBM) MedImpact, helping to start the prior authorization process with your doctor. The PBM will send the proper form to your doctor and make the decision on the prior authorization. Our pharmacy will notify you that coverage of your medication requires a prior authorization and that your PBM has begun the process.

*Additional FAQs are available on the portal and mobile app.*