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.

How Do I Get Started?

Sign in to www.medimpact.com, or use our mobile app “MedImpact.” The app is available on Android and iOS. Once you register, you may review details about your medications, request new prescriptions or refills, and manage your shipping/payment details.

You can request updates about your orders be sent by email, text, or automated phone call. When signing up for email notifications, please add the MedImpact Direct email to your list of safe recipients. You will receive a confirmation email from MedImpact Direct after registration, if you do not, check your junk email. If you receive no confirmation email, please contact MedImpact Direct at 1-855-873-8739 (TTY dial 711):

Monday - Friday 8 am – 8 pm (Eastern Time)
Saturday 9 am – 5 pm (Eastern Time)
Sunday Closed

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, we 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 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 or on our mobile app.

Option #3: Mail Us Your Prescription

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

MedImpact Direct Mail®
PO Box 51580
How do I find out the status of my order?
Sign in to www.medimpact.com or our mobile app and select “My Medications” to check your order status.

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. 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 8 am – 8 pm (Eastern Time)
- Saturday 9 am – 5 pm (Eastern Time)
- Sunday Closed

You can request most new prescriptions after signing in to the website. Choose “Request a Prescription” at the top of “My Medications -> 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 Medications -> 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?
Sign in to 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.

Do you have an Auto Refill service?
Many drug benefit programs for commercial drug plans offer an Auto Refill service. 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
Frequently Asked Questions on Auto Fill

the last refill was delivered so you always have at least 2 weeks’ supply of medications on hand. To enroll eligible prescriptions in Auto Refill, sign in to your account at www.medimpact.com. "My Medications -> Prescription List” page and use the Auto Refill toggle.

Starting January 1, 2022, Auto Refill will be offered to Medicare members. Auto Refill is not offered to members in Medicaid plans at this time.

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.

What happens if my doctor sends a prescription directly to MedImpact Direct Mail®?
When we receive a new prescription directly from your doctor, we will process the order and ship it to you if you have a complete patient profile in our pharmacy system. Controlled substances will not be shipped without your approval.

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.

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

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 8 am – 8 pm (Eastern Time)
Saturday 8 am – 4 pm (Eastern Time)
Sunday Closed

What if I want to return a medication?
Frequently Asked Questions on Auto Fill

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 8 am – 8 pm (Eastern Time)
Saturday 8 am – 4 pm (Eastern Time)
Sunday Closed

How do I request a refund for my medication?

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

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

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.

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 or our mobile app and select “My Medications.”

How long will it take for my medicine to arrive?

Orders are processed and shipped within 5 days from receipt of prescription. We offer many 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.

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.

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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<tr>
<td>Sunday</td>
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What is your email address?
You may email us at clientservices@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.

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. If you have questions about the prior authorization process, please call MedImpact at 1-800-788-2949 (TTY dial 711).

What if I need 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 toll-free to 1-855-873-8739 (TTY dial 711), press 4 and you will 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.

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:
Frequently Asked Questions on Auto Fill

- [How to Dispose Unused Medicines](#) | FDA
- [National Prescription Drug Take Back Day](#) | DEA
- [Best Way to Get Rid of Used Needles and Other Sharps](#) | FDA

If you have questions for a pharmacist about disposal of your medicines or supplies, 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.