

Frequently Asked Member Questions

What is a specialty medication?

Specialty medications are complex and used to treat chronic conditions such as cancer or hepatitis C. Specialty drugs typically need:

- Special care, such as cold storage
- Close follow-up
- Support for the way you take the drug such as an injection

How do I begin using MedImpact Direct Specialty® for specialty medications?

We will call you to get started with us. Your doctor will fax us your medication referral to 888-807-5716. Our dispensing pharmacy will call you to start therapy.

Do I have to use MedImpact Direct Specialty®?

You may need to change pharmacies for plan design or medication reasons. We can direct you to the right pharmacy. The MedImpact Direct Specialty Program network includes Ardon Health, Biologics Specialty Pharmacy, Humana Specialty Pharmacy, Kroger Specialty Pharmacy, and US Bioservices. Call us toll-free at 1-877-391-1103 (TTY dial 711) 8 am to 8 pm Eastern Time, Monday-Friday. Or you can email us at specialtyservicecenter@medimpactdirect.com. For security reasons, we request that you do not include any personal health or payment information in your email.

What information is needed to contact you?

Our team needs your name, date of birth and medication name to answer questions.

What is my copay amount?

We can tell you the copay amount. Call us toll-free at 1-877-391-1103 (TTY dial 711) 8 am to 8 pm Eastern Time, Monday-Friday. Or you can email us at specialtyservicecenter@medimpactdirect.com. For security reasons, we request that you do not include any personal health or payment information in your email. If financial assistance is offered, our network specialty pharmacies will help you with it.



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Where will my medication be shipped?

The pharmacy will ship your medication to you or your doctor, depending on who is administering your medication. If your doctor administers your medication in the office, it will be shipped to your doctor. If you administer the medication yourself, it will be shipped to the:

- Address of your choice, or
- UPS or FedEx location

Do medication orders come with discreet packaging?

Yes, our pharmacies use discreet packaging. There is no information on the package to indicate what is in the box.

How do I order refills?

For specialty medications, the specialty pharmacy will call you when your refill is due. You also may call the phone number printed on your medication label.

What if I have a question or problem with my medication?

Call the phone number on your medication label.

What if I have questions about my service?

Call us toll-free at 1-877-391-1103 (TTY dial 711) 8 am to 8 pm Eastern Time, Monday-Friday. Our goal is to provide you with the best customer service and support for your therapy. Or you can email us at specialtyservicecenter@medimpactdirect.com. For security reasons, we request that you do not include any personal health or payment information in your email. We want to hear from you if you have any questions or want to give us feedback on our services.