



 HOME DELIVERY. EASY WAYS TO HELP MANAGE YOUR HEALTH.

# Welcome to Convenient, Personal Drug Care.

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

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Birdi offers home delivery service for your maintenance medications – the ones you take regularly for chronic or long-term conditions. Birdi also:

- Offers after hours service: Call Birdi 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.

Birdi offers Auto Refill service to commercial and Medicare members. Prescriptions enrolled in Auto Refill will process for shipment before the end of supply of prior prescription fill. To enroll eligible prescriptions in Auto Refill, sign in to **medimpact.com** and visit My Prescriptions page.

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## Getting Started.

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

## MedImpact Online Tools Help You.

MedImpact is always improving your online experience. Set your notification preferences by signing in to **medimpact.com** or MedImpact 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? Birdi is here to help!

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

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

Saturdays 9:00 am – 4:00 pm Eastern Time

Or email Birdi at **customerservice@birdirx.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, Birdi 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 Birdi's answering service. Please leave a message. A pharmacist will return urgent calls within 1 hour. Non-urgent messages are handled the next business day.

## DISCRIMINATION IS AGAINST THE LAW

Doctors HealthCare Plans, Inc. complies with applicable civil rights laws and does not discriminate or exclude individuals on the basis of race, color, national origin, age disability, sex, sexual orientation, pregnancy, gender, gender identity, or religion.

Doctors HealthCare Plans, Inc. provides: (1) free aids and services to people with disabilities to communicate effectively with us, such as, qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats); and, (2) free language services to individuals whose primary language is not English, such as, qualified interpreters and information written in other languages.

If you need these services, contact the number on the back of your ID Card. If you believe that Doctors HealthCare Plans, Inc., has failed to provide these services or discriminated in any way, you can file a grievance with:

**Doctors HealthCare Plans, Inc.**, Attention: Member Services Department, 2020 Ponce de Leon Blvd., PH 1, Coral Gables, FL 33134 or call (786) 460-3427 or (833) 342-7463, TTY:711; 7 days a week; 8AM to 8PM EST.

You can file a grievance by calling, in person or by mail. If you need help filing a grievance, our Member Services Representatives are available to help you at the number listed above. You can also file a civil rights complaint electronically through the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 or call (800) 368-1019, (800) 537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## MULTI-LANGUAGE INTERPRETER SERVICE

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at (833) 342-7463 (TTY:711). Someone who speaks English/Language can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al (833) 342-7463 (TTY:711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务,帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务,请致电 (833) 342-7463 (TTY:711)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問,為此我們提供免費的翻譯服務。如需翻譯服務,請致電 (833) 342-7463 (TTY:711)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamat. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa (833) 342-7463 (TTY:711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au (833) 342-7463 (TTY:711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi (833) 342-7463 (TTY:711) sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter (833) 342-7463 (TTY:711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 (833) 342-7463 (TTY:711) 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону (833) 342-7463 (TTY:711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:**

إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على (833) 342-7463 (TTY:711). سيقوم شخص بمساعدتك. هذه خدمة مجانية ما يتحدث العربية.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero (833) 342-7463 (TTY:711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Portugués:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número (833) 342-7463 (TTY:711). Irá encontrar alguém que fale idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan (833) 342-7463 (TTY:711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer (833) 342-7463 (TTY:711). Ta usługa jest bezpłatna.

**Hindi:** हमारे सवा य या दवा की योजना के बारे में आपके किसी भी परन के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया परापत करने के लिए, बस हमों (833) 342-7463 (TTY:711) पर फोन करें. कोई व्दिक्त जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

**Japanese:** 当社の健康健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、(833) 342-7463 (TTY:711) にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。