



If you have prescriptions for a long-term condition, getting your drugs through the mail may be a convenient option for you. Bright HealthCare offers pharmacy mail-order through MedImpact Direct Mail. You'll receive up to a 90-day supply of your medication through the mail

### **How Do I Get Started with MedImpact Direct Mail®?**

You can create an account at [www.medimpact.com](http://www.medimpact.com) or download our mobile app "MedImpact" to your smartphone. Once you register, you may review details about your medications, request new prescriptions or refills, and manage your shipping/payment details online or through the mobile app. You can request email or text updates to be sent about your orders.

### **How Do I Set Up New Prescriptions with MedImpact Direct Mail®?**

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

1. Your doctor directly submits your prescription electronically or faxes the prescription to 1-888-783-1773. We can only accept faxes from your doctor.
2. 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 into Website***

1. Sign into our website to request a new prescription or transfer from a retail pharmacy.
2. Choose "Transfer/Request Prescriptions" at the top of "My Prescriptions -> Prescription List" page and follow instructions.
3. Once your new prescription is processed, you can track orders at [www.medimpact.com](http://www.medimpact.com) or on the mobile app.

#### ***Option #3: Mail Us Your Prescription***

1. Sign in to [www.medimpact.com](http://www.medimpact.com)
2. Choose visit Documents -> Medication Order Form.
3. Fill out the order form.
4. Send the form with your prescription(s) to:

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

Please note: You will receive your prescription(s) from one of our two dispensing pharmacies, either Humana Pharmacy or Birdi Pharmacy Services. It will be printed on the label.

Use [www.medimpact.com](http://www.medimpact.com) or the app as a one-stop place to:

- Refill mail-order drugs or renew expired mail prescriptions
- Read drug information
- Review and pay balance due

- Review estimated copay amount, last order status, and date for next refill
- Get reminders and alerts via text message, email or phone call
- View and sort your list of mail-order and specialty drugs
- Manage account information
- Ask the pharmacy to obtain a new prescription from prescriber

Questions? Call us at toll-free 1-858-873-8739 (TTY dial 711) or [customerservice@medimpactdirect.com](mailto:customerservice@medimpactdirect.com). Please do not include personal health or payment details in your email.