



January 2023

CountyCare members who would like to have their medications shipped to them may enroll in MedImpact's mail order pharmacy, Birdi, using the steps below:

Birdi Mail Order Pharmacy

1. The Pharmacy Help Desk is available twenty-four (24) hours a day, seven (7) days a week at: 1-888-402-1982.
 2. Members may obtain up to a ninety (90) day supply of their medications.
 3. Members will have a \$0 copay for all covered medications.
 4. Members or their authorized representative may call Birdi at: 1-855-873-8739 to enroll in mail order delivery between the hours of: Monday-Friday 7am-7pm CST and Saturday 8am-4pm CST.
 5. Ways to initiate mail order with Birdi:
 - i. Members may ask his/her doctor to fax their prescription(s) to Birdi at: 1-888-783-1773.
 - ii. Members may enroll online using the steps below:
 - Log in to: <http://www.medimpactdirect.com>
 - Click on "Request or Submit a New Prescription" at the top of "My Medications"
 - iii. Members may download and complete the order form at <http://www.medimpactdirect.com> or access the form on the CountyCare website at <https://countycare.com>. The mail order form and paper prescription can then be mailed to Birdi: PO Box 51580, Phoenix, AZ 85076-1580.
- Note:** Birdi will call the member or authorized representative to confirm approval of the request and delivery details.
6. Mail order pharmacy shipping details:
 - i. Members will receive their medication(s) ten (10) days from either the date the order is requested, or prescription is received.
 - ii. Birdi can ship medications to a temporary or alternate address if the patient is in a different location than their primary shipping address when their medication refill is due.