



March 17, 2020

For CountyCare Members who would like to use MedImpact's Mail Order Pharmacy please follow the steps below:

MedImpact Mail Order Pharmacy (non-emergent prescriptions)

1. The Pharmacy Help Desk is available 24 Hours a day, 7 days a week at 1-888-402-1982.
2. Members may obtain up to 90 days supply of their medications.
3. Members will have a zero-dollar copay for all COVID-19 related medications.
4. Members or authorized representative may call MedImpact Mail Order at: 1-855-873-8739 Monday-Friday 7am-7pm CST and Saturday 8am-4pm CST to inquire how to arrange for medications to be delivered to their primary shipping address.
5. Ways to initiate Mail Order:
  - i. Members may ask his/her physician to send the script electronically to MedImpact Direct or to fax to: 1.888.783.1773 . MedImpact will call the member to confirm approval/authorization.
  - ii. Members may sign in to the <http://www.medimpactdirect.com> and request a new script or transfer one from a retail pharmacy by clicking 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> and mail the form with the paper script to MedImpact Direct Mail, PO Box 51580, Phoenix, AZ 85076-1580
6. Mail Order pharmacy shipping details:
  1. Expediting the order (providing it already was not sent overnight due to product requirements like cold packed insulins) can be requested, however this can result in an additional charge for the expedited processing and shipping)
  2. Standard turn around time for mail order is 10 days from the date the order request or prescription is received
  3. An accommodation can be made to ship to a temporary or alternate address if the patient is quarantined in a different location than their primary shipping address. Examples include out of state, home, pharmacy, hospital, group home, shelter.