



**IMPORTANT NOTICE REGARDING COMMUNITY CARE HEALTH MAIL ORDER PHARMACY PROVIDER**

Dear Provider,

Effective December 9<sup>th</sup>, Community Care Health's mail order pharmacy provider MedImpact Direct Mail is being replaced by *BirdiRx*. The functions provided by *Birdi* will be the same as those currently provided by MedImpact Direct Mail. Members will continue to log into [www.medimpact.com](http://www.medimpact.com) or the mobile app to manage their medications.

Members will be able 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 phone call, email, or text.

Physicians will still be able to e-prescribe by selecting *BirdiRx* when mail order is required or elected by the member, whereas previously for mail order it was MedImpact Direct Mail.

If you have questions, please call *Birdi* toll-free at 1-855-873-8739. *Birdi's* customer service hours are: Monday-Friday 8:00 am – 8:00 pm Eastern Time and Saturday 9:00 am – 4:00 pm Eastern Time.

You can also email *Birdi* at [customerservice@birdirx.com](mailto:customerservice@birdirx.com).

Sincerely  
CCH Provider Relations