



Dear MedImpact Direct Mail® Member,

We are changing our name on December 9, 2022. MedImpact Direct Mail pharmacy will become Birdi, Inc. Birdi™ will appear on your medicine bottle label and paperwork. You will continue to log in to www.medimpact.com or the mobile app to manage your medications. Use the portal or app as a one-stop place 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.
- View and sort your list of mail-order drugs.
- Manage account information.
- 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's customer service hours are:

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

Saturday 9:00 am – 5:00 pm Eastern Time

Or email Birdi at customerservice@birdirx.com. Email messages are replied to within two business days. For security and privacy, please do not include personal health information.

Thank you for being our customer. We think you will enjoy having a Birdi on your shoulder.

Sincerely,

A handwritten signature in black ink that reads "Sandra G. Barbosa".

Sandra G. Barbosa, PharmD
Pharmacist in Charge

A PO Box 51580, Phoenix, AZ 85076-1580

P 855.873.8739 (TTY dial 711) F 888.783.1773

www.medimpact.com



Language Assistance Services

Español (Spanish) ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están a su disposición. Llame al 1-855-873-8739 (TTY: 711).

Português (Portuguese) ATENÇÃO: Se você fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para 1-855-873-8739 (TTY: 711).

Kreyòl Ayisyen (French Creole) ATANSYON: Si nou palé Kreyòl Ayisyen, gen asistans pou sèvis ki disponib nan lang nou pou gratis. Rele 1-855-873-8739 (TTY: 711).

繁體中文 (Traditional Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-873-8739 (TTY: 711)。

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu quý vị nói Tiếng Việt, dịch vụ thông dịch của chúng tôi sẵn sàng phục vụ quý vị miễn phí. Gọi số 1-855-873-8739 (TTY: 711).

Русский (Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-873-8739 (телетайп: 711).

العربية (Arabic)

ملاحظة: إذا أنت تتكلم اللغة العربية، نوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على 1-855-873-8739 (TTY: 711)

ខ្មែរ (Cambodian) ប្រសិនបើ លោកអ្នកនិយាយភាសាខ្មែរ, យើងមានសេវាកម្មបកប្រែ ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ ចូរ ទូរស័ព្ទ 1-855-873-8739 (TTY: 711)។

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique-vous sont proposés gratuitement. Appelez le 1-855-873-8739 (ATS: 711).

Italiano (Italian) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-873-8739 (TTY: 711).

한국어 (Korean) '알림': 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-873-8739 (TTY: 711) 번으로 전화해 주십시오.

ελληνικά (Greek) ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, υπάρχουν στη διάθεσή σας δωρεάν υπηρεσίες γλωσσικής υποστήριξης. Καλέστε 1-855-873-8739 (TTY: 711).

Polski (Polish) UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-873-8739 (TTY: 711).

हिंदी (Hindi) ध्यान दीजिए: अगर आप हिंदी बोलते हैं तो आपके लिये भाषाकी सहायता मुफ्त में उपलब्ध है. जानकारी के लिये फोन करे. 1-855-873-8739 (TTY: 711)

ગુજરાતી (Gujarati) ધ્યાન આપો : જો તમે ગુજરાતી બોલતા હો તો આપને માટે ભાષાકીય સહાય તદ્દન મફત ઉપલબ્ધ છે. વિશેષ માહિતી માટે ફોન કરો. 1-855-873-8739 (TTY: 711)

ພາສາລາວ (Lao) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1-855-873-8739 (TTY: 711).

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-855-873-8739 (TTY: 711)