



 A HEALTHIER, MORE INFORMED YOU

# Frequently asked questions.

## What is a Pharmacy Benefit Manager (PBM)?

MedImpact is your PBM. A PBM administers the pharmacy portion of your healthcare benefits, as defined by your plan.

We work with your health plan or employer group to administer your pharmacy benefit and help provide timely, important information about your medicine, including how to take it, potential side effects, lower-cost drug options, and more.

Our goal is to make getting the medicine you need as easy and as affordable as possible.

With MedImpact, you can fill your prescriptions by using one of these options:

- 1. A Retail Pharmacy**  
There are thousands of retail pharmacies in our network. Use our Pharmacy Locator Tool at [www.medimpact.com](http://www.medimpact.com) to find one near you.
- 2. MedImpact Direct Mail® Program for Maintenance Medications**  
The Program includes Birdi™ as your mail pharmacy for home delivery of maintenance medications.
- 3. MedImpact Direct Specialty® for Specialty Medications**  
These medicines are more complex and often used to treat chronic conditions. MedImpact Direct Specialty preferred pharmacies deliver specialty medications to where you need them.

## Your ID card.

### How do I use my ID card?

**A:** You can find your pharmacy benefit information on your MedImpact ID card. Use it to fill your prescription at the pharmacy or to register for an online account. Make sure to show your pharmacist your new ID card so they can update your information. Your pharmacist will need this information to process your prescriptions.

### Can I use my member ID card in another state?

**A:** Yes. If you are traveling and need to fill a prescription, you can use your card at any pharmacy in your network. To find a pharmacy in your network, use the Pharmacy Locator tool at [www.medimpact.com](http://www.medimpact.com).

## Pharmacies.

### Can I get my medication at a pharmacy that does not take part in my plan?

**A:** Yes, but it may not be at the lowest price possible. If you fill your prescription at an out-of-network pharmacy, you may have to pay a higher amount or even full price for your medicine.

### Where can I find an in-network pharmacy?

**A:** MedImpact contracts with more than 62,000 pharmacies in the nation, which makes it easy to find a network pharmacy. Not all pharmacies will be included in your network, but finding a pharmacy that is in-network is easy. You can find an in-network pharmacy by searching the Pharmacy Locator tool at [www.medimpact.com](http://www.medimpact.com).

### Is Amazon pharmacy an in-network pharmacy?

**A:** Yes! As of 10/01/2025, MedImpact is pleased to announce that Amazon pharmacy has become a part of the MedImpact network.

---

## Prescription cost.

### How much is the copay for my medication?

**A:** The copay for your medication depends on the medication type and your health plan.

### Where can I get my prescription filled for the lowest cost?

**A:** The most affordable way to fill your prescriptions is at a pharmacy in your network. In-network pharmacies are contracted to fill your prescriptions, and you will pay the lowest cost for your medicine at a pharmacy in your network. To find an in-network pharmacy near you, use our Pharmacy Locator tool at [www.medimpact.com](http://www.medimpact.com).

---

## Formulary and benefit design.

### What is a formulary?

**A:** A formulary is a list of drugs that are covered by your plan. There may be more than one drug that can treat your condition. Your plan can “prefer” certain drugs that are just as safe and effective but may cost less.

### What is a pharmacy benefit plan?

**A:** A pharmacy benefit plan refers to coverage of specific pharmacy-related products and services as defined by your plan.

---

## Medications.

### What is a generic medication?

**A:** Generic drugs have the same active ingredients and dosage as their brand-name counterparts. The color, markings, or pill shape may look different. Generics are just as safe and effective as brand drugs and treat your condition the same way. Generics are often more affordable than brand-name drugs and can help you save money.

### What is a specialty medication?

**A:** Specialty medications are often prescribed to treat complex or rare conditions. Some specialty medicines may need to be injected or require special handling. Your plan may require you to fill specialty medications at a specific specialty pharmacy.

---

## Prior authorizations.

### What is a prior authorization (PA)?

**A:** Your plan may require a review called a prior authorization (PA) before your medicine or healthcare service is covered by your plan.

To check on the status of a prior authorization, call MedImpact customer center toll-free, at **1-844-348-8508**.

### What is step therapy?

**A:** Step therapy is a type of prior authorization that requires you to try a more cost-effective and safe drug before a more costly drug will be covered.

---

## MedImpact Direct Mail.®

### What is the MedImpact Direct Mail Program?

**A:** The Program includes Birdi™ as your mail pharmacy for home delivery of maintenance medications. Birdi delivers your maintenance medications (those you take regularly for an extended period of time) right to your door. Our goal is to make it as easy as possible for you to get the medications you need without having to go to a retail pharmacy.

For more information on how to get started, visit [www.medimpact.com](http://www.medimpact.com).

---

## MedImpact Direct Specialty.®

### What is MedImpact Direct Specialty?

**A:** The MedImpact Direct Specialty Program provides access to specialty drugs for chronic and complex conditions. Whether the medication is new for you, or if you have been taking it for a while, the dispensing pharmacy will help you get the most from your medication.

For more information on how to get started, visit [www.medimpact.com](http://www.medimpact.com).

---

## Contact Us.

Have more questions? Contact MedImpact by calling us toll-free at **1-844-348-8508**. You can also visit us online at [www.medimpact.com](http://www.medimpact.com).

---

### About MedImpact

MedImpact is a pharmacy benefit manager who works with your health plan to get you the medicine you need. We work with your health plan and pharmacy to provide details about your medicine, how to take it correctly, lower-cost drug options, and more.

[medimpact.com](http://medimpact.com)

Copyright © 2025 MedImpact Healthcare Systems, Inc. All rights reserved.

