

## Pharmacy Mail Order Instructions

Pharmacy mail order is provided by Birdi. If you have questions about using the mail order program or your pharmacy benefits, please contact us at the phone number located on the back of your ID card.



**Birdi is your convenient way of filling your maintenance prescription(s) and having them delivered to your home. The enrollment process is as simple as 1-2-3!**

To start using Birdi please follow these quick and easy steps:

### **Step 1: How to Enroll**

You can enroll by choosing one of the following options:

- You can enroll using the mobile application or on our website at [www.BirdiRx.com](http://www.BirdiRx.com) and select the “Get Started” if you do not have an account.
- You can complete a Birdi Enrollment Form which can be found on our website at the bottom of the page under “Clients, Advisors, Pharmacist, and Physicians” and mail it in.
- You can call our Patient Care Center at 1-877-668-4987 and speak with one of our Patient Care Specialists.

### **Step 2: How your prescriber can send in prescription(s)**

Have your prescriber send in your prescription(s) via one of the following methods:

- E-prescribe your prescription(s) to Birdi
- Fax (Prescribers Only): 1-877-395-4836
- Verbally (Prescribers Only): 1-877-269-1159
- Or Mail them to: Birdi P.O. Box 8004 Novi, MI 48376-8004

### **Step 3: Payment Methods**

Birdi can accept all major credit cards, checks, money orders, and HSA/ FSA Cards (SIGIS IIAS certified). You can choose from one of the following options to make your payment:

- You can add or update your preferred method of payment, make a payment on either our mobile application or our website at [www.BirdiRx.com](http://www.BirdiRx.com)
- You can call our Patient Care Center at 1-877-668-4987 and speak with one of our Patient Care Specialists.
- Or mail in your payment: Birdi P.O. Box 8004 Novi, MI 48376-8004

### **Notifications:**

Once we receive a new prescription from your prescriber, our staff will enter it into our system and our Pharmacist will then verify the prescription. When the verification is completed, the prescription will be held on your profile and an automated notification will be sent out. These notifications are set up during the enrollment process with Birdi and can be updated or changed by calling our Patient Care Center or by logging into your account online.

### **Notifications can be sent in one of the following ways.**

- Interactive automated phone calls or general voicemails if not available
- Email notifications
- Text messages

### **We have three types of notifications available to assist in managing your prescriptions.**

- **New Prescription:** Anytime your prescriber sends in a new prescription we will hold the prescription on your profile and send out a notification to let you know that we have received it. The prescription is held until you provide us with your consent to fill it. The only exception would be if the prescription(s) were mailed to Birdi by you, this is considered your consent to fill, and we will process and ship your prescription.
- **Refill Reminders:** A reminder will be sent when you have 14 days remaining on your 90-day prescription. If you answer the automated call and verify key information you can place an order during the call. If we leave a voicemail, then you will be referred to our website or to call our Patient Care Center to see which prescription(s) are ready to be filled.
- **Shipping Notifications:** A notification will be sent when your order has been filled and is being mailed out.

### **Placing Orders**

You can place an order with Birdi using one of the following methods:

- Logging into your mobile application or website at [www.BirdiRx.com](http://www.BirdiRx.com) and use the “Rxs” drop down at the top right corner of the screen to initiate an order.
- Call our Patient Care Center at 1-877-668-4987 and speak with one of our Specialists.
- Call 1-877-668-4987 and press 1 to use our automated system.

Once you have placed the order, please allow 7-10 days for processing and delivery. If there are any delays with your order one of our Patient Care Specialists will contact you.

### **Cost Savings and Reducing Waste**

Birdi policy is to **not** automatically fill and ship new prescriptions received from your prescriber, without your consent. In addition, we do **not** automatically refill any of your prescriptions. Our goal is to reduce costs and eliminate waste. Our way of assisting you in managing your prescriptions is to send you notifications when we have received new prescriptions from your prescriber. This will allow you to order the prescriptions you need when it is convenient for you. When you call or place the order on our website, a verification process is taking place. This will ensure that your order will be the correct medication, strength, directions, and that the order is being shipped to the correct address. Once an order leaves our pharmacy, we are unable to accept it back and you would be responsible for your copay.

### **Copays and Prescription Coverage**

When sending in a prescription to Birdi to be processed, we will dispense the medication based on how the prescription is written. If you want to ensure you are receiving a preferred medication under your plan, please go to your pharmacy benefits website. You can print out a formulary and provide it to your prescriber to ensure you are receiving the most cost-effective treatment. This formulary will also inform you if a medication is going to require a prior authorization, which can delay the process.

### **Pharmacist Consultation**

Birdi strives to ensure that our patients have access to a Pharmacist, 24 hours a day, 7 days a week, and 365 days a year. Our Pharmacist Team can be reached Monday through Friday 8:00 a.m. to 8:00 p.m. Eastern Time by calling our Patient Care Center at 1-877-668-4987 and asking for a Pharmacist. If you call after hours, we have an on-call Pharmacist available for your clinical questions (i.e., side effects, possible allergy, etc.). The afterhours Pharmacist is unfortunately not able to help you with placing an order, tracking an existing order, or making a payment. If you have questions for our Pharmacist that are not of an urgent nature, you can always log onto the mobile application or our website at [www.BirdiRx.com](http://www.BirdiRx.com) and select the “Communicate” drop down for the “Ask the Pharmacist” feature. One of our Pharmacists will contact you regarding your question or concern within the next business day.