



# Member FAQs

Within this document are sample questions you may get asked by members. Please update and customize for your members according to your benefit plan. If you have any questions, please reach out to your MedImpact account team.

## Table of Contents

General	1
Benefit Information	1
Customer Care	2
Pharmacy Network	2
Mail Order and Specialty	2
Marketing Site, Member Portals, and Mobile Apps	4

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## General

### 1. Why is my pharmacy benefit changing from Elixir Solutions to MedImpact?

On February 1, 2024, certain Elixir Solutions assets were acquired by MedImpact, a company that has provided convenient pharmacy benefits and other healthcare solutions to millions of people for more than 35 years.

### 2. When is the change happening?

MedImpact is already managing your pharmacy benefit. Members will begin to see the Elixir Solutions brand change to MedImpact name and colors in the fall of 2024.

### 3. Who is Elixir Solutions?

Elixir Solutions previously managed your pharmacy benefits on behalf of your health plan or employer group.

### 4. Who is MedImpact?

MedImpact was founded by a community pharmacist 35 years ago to make healthcare convenient, understandable, and affordable. Today, MedImpact manages pharmacy benefits and provides other healthcare services to millions of people and everyone at the company remains dedicated to that mission today.

## Benefit Information

### 5. Will my pharmacy benefits change?

As part of this transition, your current pharmacy benefits and services will remain the same, unless you select to change your coverage during open enrollment. You can continue to use your

member ID card without interruption. Your customer care phone number on the back of your member ID card will remain the same.

**6. Can I still use my existing member ID card even though it says Elixir?**

Yes, you can continue to use your member ID card without interruption and the customer care phone number on the back of your member ID card will remain the same.

**7. Why does my member ID card still say Elixir? Shouldn't it say MedImpact?**

Even if your member ID card says Elixir, you can still use your current card with no disruption and the customer care phone number on the back of your member ID card will remain the same.

## **Customer Care**

**8. What customer care phone number do I use?**

The customer care phone numbers are not changing. You can continue to use the same phone number on the back of your member ID card.

**9. What customer care email do I use?**

Members can email [care@medimpact.com](mailto:care@medimpact.com). If a member uses a previous Elixir customer care email, their email will automatically forward to the new MedImpact email address.

## **Pharmacy Network**

**10. Do I have to use a different retail pharmacy? / Can I still use my retail pharmacy?**

All major retail pharmacy providers remain in the pharmacy network as part of this transition. However, starting on January 1, 2025, a small number of independent pharmacies may no longer participate in our retail network. Please use the member portal and app to confirm that your pharmacy is in network. .

## **Mail Order and Specialty**

**11. Can I still use Elixir Mail?**

No. On February 1, 2024, Elixir Mail became Birdi. If you were using Elixir Mail, your medications have already been transferred to Birdi. You will see the Birdi name on your medication packages and pharmacy communications, and your prescriptions will still be handled by the same experienced and dedicated team. If you have any questions, please visit: [birdirx.com/mail-order](https://birdirx.com/mail-order)

**12. Will my medications that were delivered by Elixir Mail automatically move over to Birdi?**

Yes. If you were using Elixir Mail, your medications have already been transferred to Birdi, and you should have received notice in your last medication shipment. You will see the Birdi name on your medication packages and pharmacy communications, and your prescriptions will still be handled by the same experienced and dedicated team. If you have any questions, please visit: [birdirx.com/mail-order](https://birdirx.com/mail-order)

### 13. Can I still use Elixir Specialty Pharmacy?

No. On February 1, 2024, Elixir Specialty Pharmacy became Specialty Birdi. If you were using Elixir Specialty Pharmacy, your medications have already been transferred to Specialty by Birdi, and you should have received notice in your last medication shipment. You will see the Specialty by Birdi name on your medication packages and pharmacy communications, and your prescriptions will still be handled by the same experienced and dedicated team—just with a new name. If you have any questions, please visit: [birdirx.com/specialty](https://www.birdirx.com/specialty)

### 14. Will my medications that were delivered from Elixir Specialty Pharmacy automatically move over to Specialty by Birdi?

Yes. If you were using Elixir Specialty Pharmacy, your medications have already been transferred to Specialty by Birdi, and you should have received notice in your last medication shipment. You will see the Specialty by Birdi name on your medication packages and pharmacy communications, and your prescriptions will still be handled by the same experienced and dedicated team—just with a new name. If you have any questions, please visit: [birdirx.com/specialty](https://www.birdirx.com/specialty)

### 15. Who is Birdi? / Who is Specialty by Birdi?

Birdi, and Specialty by Birdi, is a fast and friendly digital drug store, with low drug prices, free and flexible delivery options, and expert help when you need it. Birdi is a home delivery pharmacy within the MedImpact network. If you have any questions, please visit:

- Birdi Mail: <https://www.birdirx.com/mail-order>
- Specialty by Birdi: <https://www.birdirx.com/specialty>

### 16. Whom do I contact with any issues with my order?

- Birdi Mail:
  - Call: (855) BirdiRx or 1-855-247-3479 (TTY 711)
    - Mon to Fri: 8:00 am - 8:00 pm EST
    - Sat: 9:00 am - 5:00 pm EST
  - Email: [patientcare@birdirx.com](mailto:patientcare@birdirx.com). For security and privacy reasons, please do not include personal health or payment information.
  - For more questions, visit: <https://www.birdirx.com/mail-order>
- Specialty by Birdi:
  - Call: [1-833-546-0799](tel:1-833-546-0799) (TTY dial 711)
    - Mon to Fri: 8:00 AM - 8:00 PM EST
    - Sat: 9:00 AM - 5:00 PM EST
  - Email: [specialty@birdirx.com](mailto:specialty@birdirx.com). For security and privacy reasons, please do not include personal health or payment information.
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### 17. How do I update/order my prescriptions through Birdi?

- Birdi Mail:
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#### **19. I had my refills on auto-ship from Elixir Pharmacy. Will that continue or will I have to send a new prescription?**

Please contact Birdi Mail:

- Call: (855) BirdiRx or 1-855-247-3479 (TTY 711)
  - Mon to Fri: 8:00 am - 8:00 pm EST
  - Sat: 9:00 am - 5:00 pm EST
- Email: [patientcare@birdirx.com](mailto:patientcare@birdirx.com). For security and privacy reasons, please do not include personal health or payment information.
- For more questions, visit: <https://www.birdirx.com/mail-order>

#### **20. My prescriber sent a prescription to Elixir Pharmacy / Elixir Specialty Pharmacy. What do I tell him or her now?**

Please visit <https://www.birdirx.com/for-prescribers> for information on how your prescriber can send your prescription to Birdi and Specialty by Birdi.

### **Marketing Site, Member Portals, and Mobile Apps**

#### **21. How do I access the member portal?**

If you were using the Elixir member portal to manage your pharmacy benefits, you can continue to use the member portal at [elixirsolutions.com](https://elixirsolutions.com) with your existing log in and password. For your convenience during this transition, the experience will remain the same—only the logo and colors are changing.

**22. Will I still be able to use my existing/bookmarked URLs?**

Yes. The URL elixirsolutions.com will remain the same.

**23. Can I still log in to the portal using my existing screenname and password?**

Yes, you can use your existing screenname and password to log in to the portal.

**24. What is changing in the portal?**

We are only changing the logo and colors and are keeping the experience the same for your convenience and ease during this transition.

**25. Can I still use the same mobile app?**

If you use the Elixir mobile app (either iOS or Android), you do not need to download a new app, and your current username/password will still work. Only the logos and colors will change to the MedImpact brand.

**26. Can I still use my same screenname and password for the mobile app?**

Yes, you can continue to use your existing screenname and password for the mobile app.

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