



 HOME DELIVERY. EASY WAYS TO HELP MANAGE YOUR HEALTH.

# Welcome to Convenient, Personal Specialty Pharmacy Care

The MedImpact Direct Specialty® Program helps our members with complex conditions get their specialty medicine. Doctors use these drugs to treat chronic conditions such as cancer or hepatitis C. These drugs usually need special care, close follow-up, and support for the way you take the drug. Whether this medicine 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 medicine.

The MedImpact Direct Specialty® Program gives you easy access to your medicines. Network pharmacies offer:

- Help with your treatment plan.
- Copay assistance.
- Nurse and pharmacist helpline open Monday to Friday from 8 am to 8 pm Eastern Time.
- After hours service: Call the number on your prescription label.
- Educational information about your medicine.
- Personalized refill program.
- Free standard shipping.
- Translation services.

## Getting Started.

Your dispensing pharmacy will call you to schedule delivery before your next refill. If you have questions, call MedImpact Direct at 1-877-391-1103 (TTY dial 711).

## Personal Support for You.

You will get personal support for your therapy. After-hours care from the nurse and/or pharmacist can help you 24/7/365. Call the phone number on your medicine label to talk to care teams. Care teams will schedule your therapy and give you support to help you get the most from your medicine. They can answer questions about how to take your medicine or help with managing side effects. They will help you with your benefit and research financial support if those services are needed.

## Convenient Dispensing and Delivery.

The network pharmacy will ship your medicine to you or your doctor, depending on who is administering the drug. If your doctor administers your medicine in the office, it will be shipped to your doctor. If you administer the medicine yourself, it will be shipped to you at the address you provide, in private packaging that doesn't indicate what is in the box.



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## Questions? We are here to help.

For questions about your medicine, please call the phone number on your prescription label. Or email us at: [SpecialtyServiceCenter@medimpactdirect.com](mailto:SpecialtyServiceCenter@medimpactdirect.com). For security and privacy reasons, please do not include personal health information.

## After-hours Care

**If you are experiencing a medical emergency, call 911.**

If you have an urgent clinical need, call the number on your medication label.