



Coming September 15: Updates to the MedImpact pharmacy portal and app

This impacts members enrolled in the Banner Aetna, BCBS PPO or Saver's Choice High-Deductible Health Plan (HDHP)

On September 15, members covered under the City's Pharmacy plan will transition to the official MedImpact Consumer Portal and mobile app, which will make understanding your prescription benefits even easier.

The MedImpact Consumer Portal and mobile app help members access prescription benefits quickly and easily manage their budget and health. Some of the benefits that come with the app:

- Reminders to take your medications and track your progress
- Tips to save money by using therapeutic alternatives or generic prescription substitutions
- Medications and copays
- Closest pharmacies with the best cost options for medications
- Information about medications, including potential side effects and drug interactions
- Access Birdi Mail Order seamlessly within the MedImpact portal or app to save time, money, and a trip to the drug store (If benefits include home delivery).

On September 15, get started by downloading the MedImpact mobile app or visiting medimpact.com.

The ElixirSolutions.com website will also redirect members to the new MedImpact Consumer portal. You'll see notices about the upcoming change when you use the current pharmacy portal or app.

For more information or questions, contact Lorena Castillo Juarez @Lorena.Castillo-Juarez@medimpact.com

FAQ

Q. What happens if I have the Elixir app?

A. Members who currently have the Elixir app will see a banner message 6 weeks prior to the migration that they will soon have access to a new app. Beginning September 15, users will see a message to download the MedImpact mobile app and login will be blocked to the Elixir app. Users may use same log in credentials on the MedImpact app. The Elixir app will be retired on September 15.

Q. What happens if I have the Birdi app?

A. Members who currently use the Birdi app will see a banner message 6 weeks prior to the migration that they will soon have access to a new app. Beginning September 15, users will see a message to download the MedImpact mobile app and login will be blocked to the Birdi app.

Q. How will I access the Consumer Portal after September 15th?

A. Members may log into MedImpact.com to access the MedImpact Consumer Portal. Members who have previously registered will use their same log in and password. New members can create an account and select a username and password for secure access.