To:	IEHP PCPs
From:	IEHP – Pharmaceutical Services
Date:	December 4, 2024
Subject:	**Pharmacy Mail Order Benefit for IEHP DualChoice (HMO D-SNP) & IEHP Covered (CCA) Members**

Our Pharmacy teams leverage a combination of services and adherence campaigns to **improve our quality metrics and overall care for our DualChoice (HMO D-SNP) and IEHP Covered (CCA) Members.**

How can we partner to help improve your Members' adherence?

1. Encourage your IEHP Members to utilize the mail order services available as they include the following benefits:
    a. Reduces the need for several trips to their local pharmacy
    b. They can receive up to a 100-day supply of their maintenance medications at a time
2. Prescriptions may be submitted to the mail order pharmacy electronically, or by fax.

Birdi	**SortPak**
Accepted Insurance: IEHP Covered (CCA) ONLY	**Accepted Insurance**: DualChoice (HMO D-SNP) and IEHP Covered (CCA)
Customer Service Number: 1-855-873-8739 TTY dial 711	**Customer Service Number**: 1-877-570-7787
New prescriptions may be sent to Birdi using this number: NPI 1639310600 Doctors may also fax to 888-783-1773	New prescriptions may be sent to SortPak using this number: NCPDP/NABP: 0524733 Doctors may also fax to 877-475-2382
Hours of Operation Monday – Friday: 5am to 5pm (PT) Saturday: 6am - 2pm Sunday: Closed Pharmacy staff on call after hours, press 4 to leave a message	**Hours of Operation** Monday - Friday: 6am to 6pm (PT) Saturday & Sunday: Closed Pharmacy staff on call after hours
Mailing Address: Birdi P.O. Box 8004 Novi, MI 48376-8004	**Mailing Address**: SortPak Pharmacy 655 N. Central Ave, 22nd Floor Glendale, CA 91203

We value your collaboration and ongoing commitment to help our Members achieve and sustain optimal health.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices