



75 Vanderbilt Avenue, Staten Island NY 10304 1-844-CPHL-CARES

Dear Doctor:

Starting July 1, 2019, Centers Plan for Healthy Living (CPHL) will be partnering with MedImpact Direct® Mail to provide mail order pharmacy services to our members. MedImpact Direct® Mail will provide up to a 90-day supply of maintenance medications to members with chronic conditions like high blood pressure and diabetes. Getting a 90-day supply by mail order will result in lower copays for most members.

If a CPHL member would like to receive mail order services through MedImpact Direct® Mail, please submit their prescriptions electronically or fax prescriptions to: 1-888-783-1773. Once MedImpact Direct® Mail receives the electronic or faxed prescription, they will contact the member to confirm details. The pharmacy will not ship until the member confirms they want the medication(s).

Please note: Members will receive their prescription(s) from one of our two dispensing pharmacies, either Humana Pharmacy or NoviXus Pharmacy Services. The dispensing pharmacy name will be printed on the label.

Questions about MedImpact Direct Mail®? Call toll-free at 1-855-873-8739 (TTY dial 711) during customer service hours:

Monday - Friday	7 am – 7 pm Central Time
Saturday	8 am – 4 pm Central Time
Sunday	Closed

Or email them at customerservice@medimpactdirect.com. Please do not include personal health or payment details in your email.

Sincerely,

Penina Segal, Pharm.D.
Director of Pharmacy Management
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