

Registration

To begin **Registration**, on the home page of www.medimpactdirect.com, select the blue **“Register Now”** button.

The screenshot shows the MedImpact Direct website home page. The browser address bar displays <https://www.medimpactdirect.com>. The main navigation bar includes links for Home, Getting Started, Mail Order Refills, Specialty Medications, Providers, About Us, and FAQ. The 'Register Now' button is highlighted with a blue arrow. Below the navigation bar, there are two main sections: a registration/sign-in area and a 'Welcome to Convenience!' section.

Register
Create your online account
[Register Now >](#)

Sign In
Username
Password
 Remember me
[Sign In](#)
[Can't sign in?](#)

Welcome to *Convenience!*
MedImpact Direct values customer service and the convenience of prescription home delivery. Get your medications that you take on a regular basis delivered right to your door. No more standing in line or driving all over town!

- ✓ Potential savings on prescription copays (depending on your plan)
- ✓ Get a 90-day supply of your maintenance medication, or maximum allowed by your plan
- ✓ Get maintenance medications conveniently delivered to your preferred location
- ✓ Free standard shipping
- ✓ Access to expert pharmacist advice

[Get Started Today!](#)

Registration: Entering Your Member Number

You will need your MedImpact ID and a credit/debit card.

Enter **Member ID Number** (found on your MedImpact card), **First Name**, **Last Name**, **DOB**, and then select the blue **“Continue”** button.

If you receive a message that you are already registered, return to www.medimpactdirect.com and Sign In with your **MedImpact2Go** user name and password. If you do not have your MI2Go username and password, call 855-873-8739. Press 4 to speak to a pharmacy staff person.

The screenshot shows the MedImpact Direct registration process. At the top, there is a blue header with the MedImpact Direct logo. Below the header, there is a navigation bar with 'Home > Register'. A progress indicator shows five steps: 1. Member Info (highlighted with a blue circle and 'YOU ARE HERE'), 2. Sign In Info, 3. Contact Info, 4. Terms and Conditions, and 5. Registration Complete. Below the progress indicator, the title 'Register-Member Information' is displayed. The main content area contains the following fields and instructions:

- Instruction: 'Please provide the following member information to help us find you in our system.'
- Field: 'Member Number' with a text input box and a blue arrow pointing to it.
- Fields: 'First Name' and 'Last Name' with text input boxes and blue arrows pointing to them.
- Field: 'Date of Birth' with three dropdown menus for 'Month (MM)', 'Day (DD)', and 'Year (YYYY)', and a blue arrow pointing to the first dropdown.
- Buttons: 'Continue' (blue button) and 'Cancel' (text link) with a blue arrow pointing to the 'Continue' button.

Registration: Creating Your Sign In

Enter **Email Address** and create a **Username**. You can use your CWRU email address.

The **Username** must be between 8 and 20 alphanumeric characters and must start with a letter.

Usernames are not case sensitive and cannot include special characters like # * % \$

Next, create a **password**.

Password cannot include username, first name or last name. It also cannot be any of 5 last passwords used.

Password must have:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol (examples: # \$! ? %)

The screenshot shows a web browser window with the URL <https://www.medimpact.com/web/sign-up?pid=mid&fromURI=https:%2F%2Fwww.me...>. The page title is "MedImpact Direct" and the breadcrumb is "Home > Register". A progress bar at the top indicates five steps: 1. Member Info, 2. Sign In Info (labeled "YOU ARE HERE"), 3. Contact Info, 4. Terms and Conditions, and 5. Registration Complete. The main heading is "Register — Sign In Information". Below this, a message states: "Please provide the following information to activate your account. This is what you will use to sign in to MedImpact Direct." The form includes three input fields: "Email Address", "Username", and "Password". Each of these fields has a blue arrow pointing to it from the right. Below the "Password" field is a "Show Password" link with an eye icon. There is also a "Re-enter your password" field. At the bottom of the form are "Continue" and "Cancel" buttons.

Registration: Confirmation

Corporate Site | My Account ▾

MedImpact Direct™ Home About Contact

Home > Register

1 Member Info — 2 **YOU ARE HERE** Sign In Info — 3 Contact Info — 4 Terms and Conditions — 5 Registration Complete

! Check Your Email To Confirm Registration
Please keep this browser window open while you check your email.

Register - Check Your Email

An email has been sent to andrea.c.smiley@gmail.com

Please check your email and click the "Confirm Email" button to activate your account.
If you did not receive the email, please check your junk e-mail folder. If you would like us to send another email to andrea.c.smiley@gmail.com, please click the Resend button below.

[Resend e-mail](#)

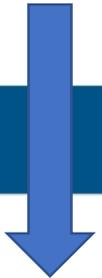
If you have entered an incorrect email, you can change your email by [clicking here](#), or contact Customer support at (855) 873-8739 (TTY dial 711)

COMPANY	LEGAL	<p>The information on this site is not intended to replace the diagnosis and treatment recommendations of your physician or other health care professionals. It is a resource to keep you up-to-date about your pharmacy benefit and help you manage your health by providing access to comprehensive health and wellness information.</p> <p>Notice of Language Assistance: You have access to a language assistance program at no cost. Please call Member Services at 1-844-282-5330 for interpreter services.</p> <p>Access for Members with Disabilities: Members are entitled to full and equal access to covered services, including members with disabilities as required under the federal Americans with Disabilities Act.</p>
Home	Disclaimer	
About	Privacy	
Contact	Terms	
Corporate Site	Language Assistance Services	
	Non Discrimination Notice ▾	

After **Username** and **Password** are set, the screen on the left will appear, asking the member to check his or her email to **Confirm Your Email Address**.



When he or she receives the email, he or she should select the blue **"Confirm Email"** button.



MedImpact Direct™

Confirm Your Email Address

Hi Myesha,

Please confirm your email address to finish activating your account.

Click this link to confirm account activation for username, jnewton12:

[Confirm Email](#)

To complete your registration, please click the link. In order to complete the registration process, you may need to log in with your user name and password if prompted.

If you are still having problems registering, call us at: (855) 873-8739

Account Setup: Completion Confirmation

After you confirm your email, you will receive an account setup confirmation email. Click on the link to MedImpact Direct and log in using your new username and password.

From: "MedImpact Direct Customer Service" <noreply@medimpactdirect.com>, "MedImpact Direct Customer Service" <noreply@medimpactdirect.com>
Date: May 24, 2019 at 8:54:48 AM EDT
To:
Subject: Account Setup Complete for MedImpact Direct

Account Setup Complete

You have successfully completed setting up your account for online access to manage your prescriptions with MedImpact Direct. You can sign in to your account at www.medimpactdirect.com.

With MedImpact Direct, you can:

- Order maintenance medication prescriptions for custom delivery
- Get free standard shipping
- Request expedited shipping for an additional fee
- Talk to a friendly pharmacist if you have any questions
- Request refills online or just call us to order more
- Manage your medications online
- View and document payment information

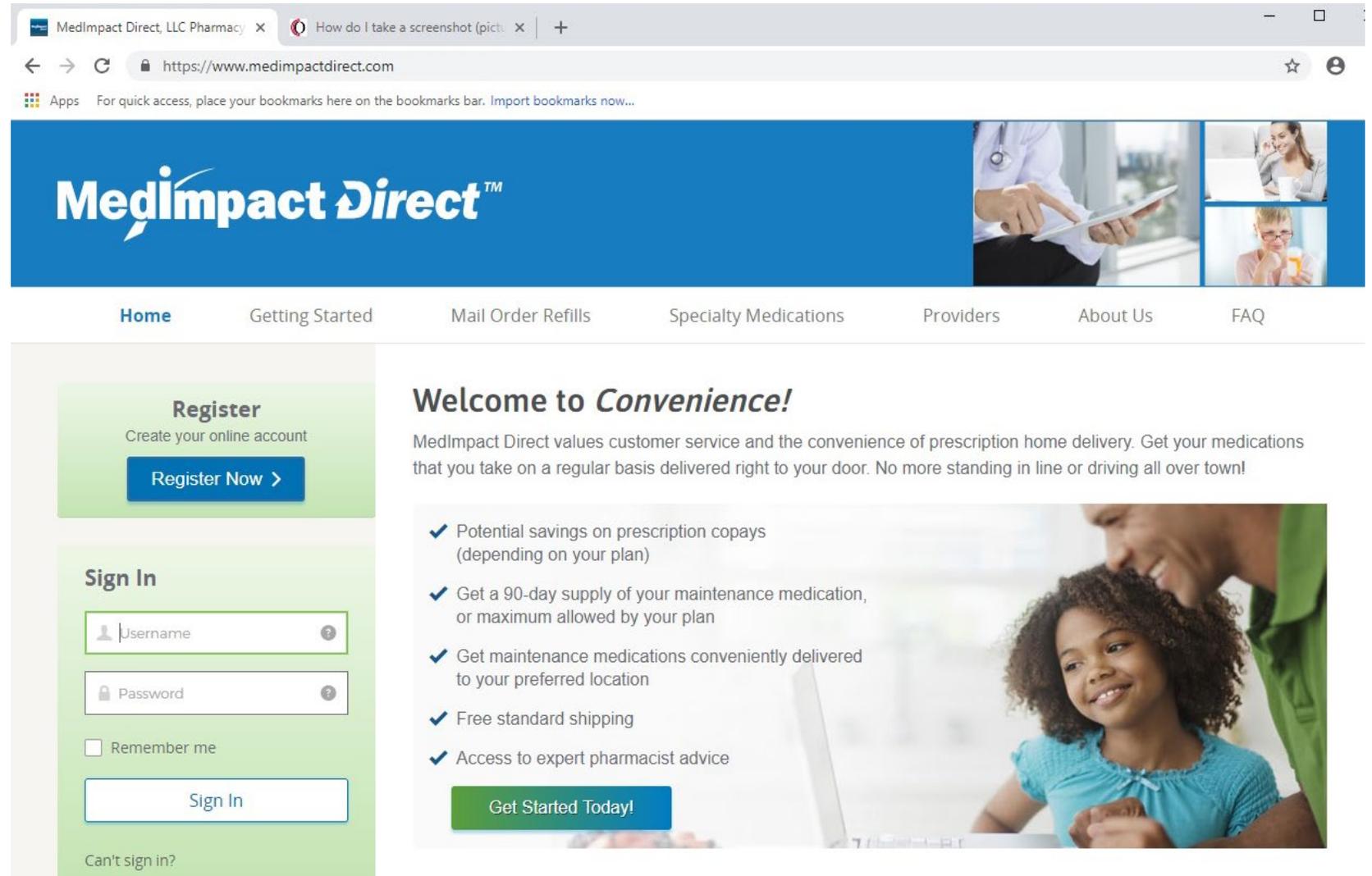


Signing In

After the member registers, he or she will return to the website to manage his or her profile.

When the member arrives at www.medimpactdirect.com, he or she will go to the **Sign In** section on the far left, and enter **Username** and **Password**, and then select white **Sign In** button.

The next screen the member will be brought to is **My Medications**.



The screenshot shows a web browser window with the URL <https://www.medimpactdirect.com>. The page features a blue header with the MedImpact Direct logo and a navigation menu with links for Home, Getting Started, Mail Order Refills, Specialty Medications, Providers, About Us, and FAQ. On the left side, there are two main sections: 'Register' with a 'Register Now >' button, and 'Sign In' with input fields for Username and Password, a 'Remember me' checkbox, and a white 'Sign In' button. Below the sign-in button is a link for 'Can't sign in?'. On the right side, there is a 'Welcome to Convenience!' section with a list of benefits and a 'Get Started Today!' button. The benefits listed are: Potential savings on prescription copays (depending on your plan), Get a 90-day supply of your maintenance medication, or maximum allowed by your plan, Get maintenance medications conveniently delivered to your preferred location, Free standard shipping, and Access to expert pharmacist advice. The background of the right side shows a smiling woman and child looking at a laptop.

My Profile: Personal Information

Select “My Profile” on the menu bar at top.

On this screen, the member can do a number of things:

- Change his or her **Password**
- **Update** or **Add Address**
 - Including a **Vacation** Address or a **Temporary** Address
- **Update** or **Add Phone Numbers**
 - Including **Mobile** or **Work** Numbers
- The member’s **Email Address** is also posted on this screen.

My Profile

JAMES NEWTON

Date of Birth
01/01/1968

Member Number
LH5123456

Personal Information Medical Information Payment Methods Notification Settings

Password

Please change your password every 90 days.

[Change](#)

Addresses [+ ADD](#)

Addresses are for mail order medications only.

VACATION 6957 ENDERS AVE SAN DIEGO, CA 92122 Shipping Billing Edit Delete	HOME 1313 TREE AVE SCOTTSDALE, AZ 85255 Edit Delete	HOME 2239 W CAMPBELL PHOENIX, AZ 85022 Edit Delete	TEMPORARY 555 N CENTRAL HWY TO HELL APT 1015 PHOENIX, AZ 85007 Edit Delete
HOME 785 ANYWHERE ST PHOENIX, AZ 85021 Edit Delete	TEMPORARY 24734 INDEPENDENCE DR. APT 3309 FARMINGTON HILLS, MI 48335 Edit Delete	TEMPORARY 55 SOUTH MIAMI APT 18 AKRON, OH 44304 Edit Delete	

Phone Numbers [+ ADD](#)

HOME (623) 852-9955 Primary Edit Delete	HOME (623) 666-5555 Ext. 666 Edit Delete	MOBILE (111) 111-1111 Edit Delete	HOME (623) 528-9627 Ext. 8956 Edit Delete	HOME (623) 555-1234 Edit Delete
HOME (123) 456-7857 Edit Delete	HOME (858) 531-7457 Edit Delete	HOME (111) 111-1112 Ext. 1 Edit Delete	HOME (858) 111-2222 Edit Delete	WORK (222) 222-2222 Edit Delete
WORK (222) 333-3333 Edit Delete				

When you provide these numbers, we have your permission to contact you at these numbers about your MedImpact Direct account. Your consent allows us to use text messaging, prerecorded voice messages and automated dialing technology for informational services calls, but not for telemarketing or sales calls. Message and data rates may apply. You may contact us any time to change these preferences.

Email Address

jpanel@medimpactdirect.com

My Profile: Medical Information

- On this screen, the member will:
 - Identify any **Allergies** he or she has
 - Identify any **Health Conditions** he or she has
 - PLEASE NOTE: There are lists of Allergies and Health Conditions for the member to choose from, as well as space to include an allergy or health condition that may not be listed.
- Once the member completes checking boxes, or adding other conditions, remind them to select the blue **“Save”** box.

The screenshot shows the 'Medical Information' section of a patient profile. At the top, there are four tabs: 'Personal Information', 'Medical Information' (highlighted in blue), 'Payment Methods', and 'Notification Settings'. Below the tabs, there is a prompt: 'Please select at least one allergy / health condition or select None.' The 'Allergies' section follows, with a sub-prompt: 'Please select your drug allergies and list any other allergies you may have.' It contains a grid of checkboxes for various drug allergies: Aspirin, NSAIDs, Tetracyclines, Cephalosporins, Penicillin, None, Codeine, Quinolones, Erythromycin, and Sulfas. Below this is the 'Other Allergies' section, with a sub-prompt: 'To remove an allergy from your profile, please call us at (855) 873-8739 (TTY dial 711). A Patient Care Specialist will assist you.' It lists several allergies with checkboxes: ARACHIS HYPOGAEA OIL (PEANUT OIL), IMITREX TAB 100MG, SULFAMYLON CRE 85MG/GM, ASPIRIN-81 TAB 81MG EC, MUCINEX DM TAB 30-600ER, ASPIRIN, PEANUT OIL, IBUPROFEN TAB 800MG, and STATINS. There is a text input field for 'Add other allergies (separate by commas) (Optional)'. A note states: 'Your entries will be sent to our clinical team for review. You should expect to see them appear on your profile within 5 business days.' The 'Health Conditions' section follows, with a sub-prompt: 'Please select your health conditions and list any other health conditions you may have.' It contains a grid of checkboxes for various health conditions: Asthma, Glaucoma, Stroke, COPD, Heart, Thyroid, Cholesterol, Hypertension, None, Diabetes, and Kidney. Below this is the 'Other Health Conditions' section, with a sub-prompt: 'To remove a health condition from your profile, please call us at (855) 873-8739 (TTY dial 711). A Patient Care Specialist will assist you.' It lists several health conditions with checkboxes: ALLERGIC RHINITIS, CHRONIC OBSTRUCTIVE PULMONARY DISEASE, HOARSENESS, WOLFF-PARKINSON-WHITE SYNDROME, BACK PAIN, GASTROESOPHAGEAL REFLUX DISEASE, MIGRAINE, CARDIAC ARREST, Generalized Osteoarthritis, RHEUMATOID ARTHRITIS, CELIAC DISEASE, Heart Muscle Inflammation, and URTICARIA. There is a text input field for 'Add other health conditions (separate by commas) (Optional)'. A note states: 'Your entries will be sent to our clinical team for review. You should expect to see them appear on your profile within 5 business days.' At the bottom, there are 'Save' and 'Cancel' buttons.

My Profile: Payment Methods

This screen is where members can add credit card information.

He or she will simply click on the “+ADD” white box, and be prompted to add:

- First and last name
- Card number
- Expiration date

The member can decide which of his or her credit cards will be the default payment method for refills.

Members will be able to choose from these *card types*:

- American Express
- Discover
- Master Card (credit)
- Master Card (debit)
- Visa (credit)
- Visa (debit)

MedImpact2Go >

MedImpact Direct™ My Medications My Profile My Cart (2) Hello, JAMES

My Profile

JAMES NEWTON

Date of Birth: 01/01/1956 Member Number: UHS123456

Personal Information Medical Information **Payment Methods** Notification Settings

Credit Cards [+ ADD](#)

GEORGE CLINTON
MASTER CARD ending in 4444
Expires: September 2024
[Edit](#) | [Delete](#)

My Profile: Notification Settings

This screen is where members can manage how to be notified by MedImpact Direct about:

- (1.) New Prescriptions
- (2.) Refill Notifications
- (3.) Shipping Notifications

For each of these notifications, members can choose to be:

- Called
- Emailed
- Texted

Members can so choose to receive **“Automated Call Notifications,”** and will be prompted to select **“Yes”** if he or she wants to receive these automated calls.

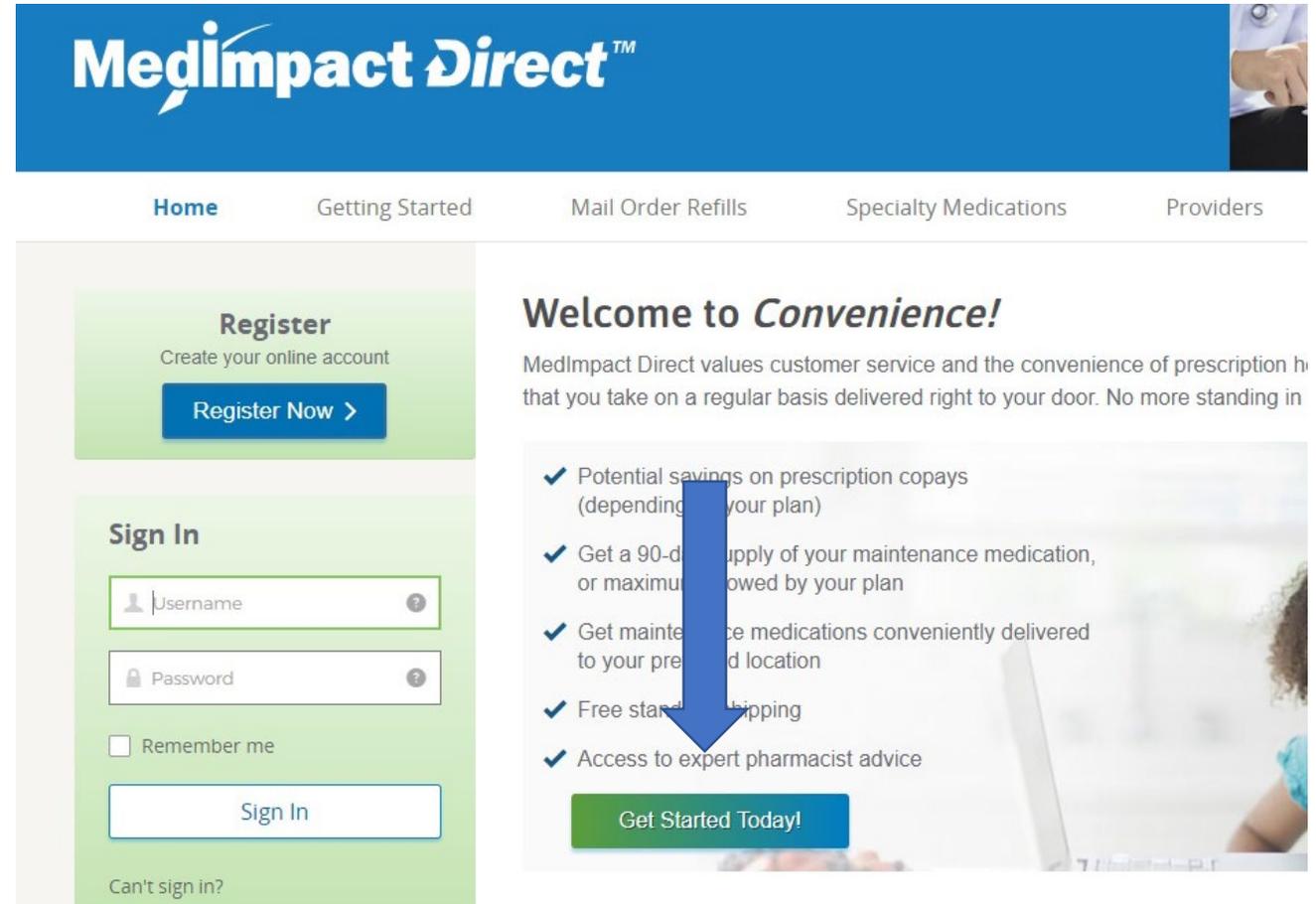
Once the member completes selections, remind them to choose the blue **“Save”** box.

Family Members

- Each family member must be set up with his/her own account.
- Each account must have a unique username.
- Family members can use the same email and password.

HIPAA Release and Other Forms

Additional information and forms can be found by clicking Get Started Today on the MedImpact Direct homepage.



The screenshot shows the MedImpact Direct homepage. At the top is a blue navigation bar with the MedImpact Direct logo and menu items: Home, Getting Started, Mail Order Refills, Specialty Medications, and Providers. Below the navigation bar is a light green registration and sign-in section. On the left, there is a 'Register' section with the text 'Create your online account' and a blue 'Register Now >' button. Below that is a 'Sign In' section with input fields for 'Username' and 'Password', a 'Remember me' checkbox, and a 'Sign In' button. At the bottom of the sign-in section is a link for 'Can't sign in?'. On the right, there is a 'Welcome to Convenience!' section with a sub-header 'MedImpact Direct values customer service and the convenience of prescription h...' and a list of benefits: 'Potential savings on prescription copays (depending on your plan)', 'Get a 90-day supply of your maintenance medication, or maximum allowed by your plan', 'Get maintenance medications conveniently delivered to your preferred location', 'Free standard shipping', and 'Access to expert pharmacist advice'. A blue arrow points from the 'Get Started Today!' button to the 'Access to expert pharmacist advice' item. At the bottom of the benefits list is a blue 'Get Started Today!' button.

Contacting MedImpact Direct

- **By Phone**

- MedImpact Direct Mail®: **1-855-873-8739**

- **By Email**

- customerservice@medimpactdirect.com