



We heal and inspire the human spirit.

To: Provider Network
From: IEHP – Pharmaceutical Services
Date: September 16, 2025
Subject: Pharmacy No-Cost Prescription Delivery Benefit for IEHP Members

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

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

1. Encourage your IEHP Members to utilize the No-Cost Prescription Delivery services available as they include the following benefits:
 - a. No-cost home delivery to the member, reducing the need for several trips to their local pharmacy
 - b. Refill reminders to the member
 - c. Members can receive up to a 100-day supply of their maintenance medications at a time
2. Prescriptions may be submitted to either pharmacy electronically, or by fax.

Birdi	SortPak
Accepted Insurance: IEHP Covered (CCA)	Accepted Insurance: IEHP DualChoice (HMO D-SNP), IEHP Covered (CCA), and Medi-Cal
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 to 2pm (PT) Sunday: Closed	Hours of Operation Monday - Friday: 6am to 6pm (PT) Saturday & Sunday: Closed

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