



We heal and inspire the human spirit.

To: IEHP DualChoice & IEHP Covered (CCA) PCPs

From: IEHP – Pharmaceutical Services

Date: November 26, 2025

Subject: Pharmacy Home Delivery 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 home delivery 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 home delivery pharmacy electronically or by fax.

Birdi	SortPak
Accepted Insurance: IEHP Covered (CCA) ONLY	Accepted Insurance: DualChoice (HMO D-SNP), Medical 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, 22 nd 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

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