

# What to expect when getting started on Zepbound<sup>®</sup> through LillyDirect<sup>®</sup>

If you and your doctor decide that Zepbound single-dose Vial or 4-dose single-patient-use KwikPen<sup>®</sup> is a good fit for you, we're here to walk you through what to expect next.

See Resources and Tips

See Indications and Safety Summary with Warnings

## Within 1 day of prescription being sent: Prescription Confirmation

Our partner Prescriptive<sup>®</sup> will text you to make sure your prescription is correct. Use the link provided in the text to confirm.

### Didn't get a welcome text?

Call your provider to make sure they sent the right name and mobile number to:

**LillyDirect Pharmacy**

**NPI: 1912889320 NCPDP: 1574056**

## Within 1 day of Prescription Confirmation: Status Update

Our partner Gifthealth<sup>®</sup> will text you to let you know we are processing your prescription and keep you updated on status.

## Within 2 days of Receiving the Status Update: Checkout

Once your prescription is ready, Gifthealth will send you a checkout link. For KwikPen, you will select home delivery at checkout. For Vial, you will have the option for home delivery or retail pickup.

If you choose home delivery, you can include injection supplies in your cart during checkout.

If you choose retail pickup, you can buy injection supplies at the pharmacy.

### Didn't get a checkout link?

Call (833) 707-6619 and select option 2 so we can make sure everything is on track.

## Within 4 days of Checkout: Delivery OR Retail Pickup

If you choose home delivery, you'll get a tracking number when your order ships.

If you choose local pickup, your chosen pharmacy will get your medication ready and contact you when it is time to pick it up.

### Reminder! Put your Zepbound in the fridge upon arrival.

Be sure to check out resources and tips at [www.lilly.com/lillydirect/starting-zepbound](http://www.lilly.com/lillydirect/starting-zepbound)

**Within 23 days**, your chosen pharmacy will reach out to you about next steps to refill your prescription.  
**For the best pricing available, make sure you refill within 45 days of your last order.**

For questions or concerns about your order, call LillyDirect: 1-844-559-3471

For medical-related questions call The Lilly Answers Center (TLAC): 1-800-LillyRx (1-800-545-5979)

For other questions, visit [lillydirect.com/faq](http://lillydirect.com/faq)

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