

Getting started with *Lilly* Direct®



A Lilly Medicine

What to expect with Zepbound® (tirzepatide) injection

If you and your doctor decide that Zepbound® vials are 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: Confirmation

Our partner GiftHealth® will text you to let you know we got it and keep you updated on status.

- ⓪ Didn’t get a welcome text?
Call your provider to make sure they sent the right name and mobile number to the right pharmacy:
NPI: 1689411712 | NCPDP: 3692539

Within 48 hours: Checkout

Once we have your complete prescription, GiftHealth® will send you a checkout link. Don’t forget to order syringes & supplies!

- ⓪ Didn’t get a checkout link?
Call (833) 707-6619 and select option 2 so we can make sure everything is on track.

Within 3* days: Delivery

Your package will arrive. You’ll get a tracking number when it ships.

**post check-out*

- ⓪ Reminder!
Put your Zepbound in the fridge upon arrival. Be sure to check out resources and tips linked above.

Within 21 days: We’ll send a text to you to refill, or we’ll contact your doctor if your script doesn’t include refills. To get the best pricing available, make sure you refill within 45 days of your last order.



Got 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

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