

# FREQUENTLY ASKED QUESTIONS

## What is VIVIO?

VIVIO is a valuable part of your employer-sponsored benefits that provides a personalized clinical review of specialty drugs. Because VIVIO only works with specialty prescriptions, you will use VIVIO only if you or a covered family member is prescribed a specialty drug typically prescribed to treat complex or rare conditions such as cancer, hemophilia, rheumatoid arthritis, psoriasis, multiple sclerosis, and cystic fibrosis, among others.

## Will VIVIO manage all of my prescriptions?

No, the VIVIO program is focused on specialty drugs only. Any non-specialty drug(s) you are prescribed will be managed through your benefit plan's regular pharmacy benefit manager.

## Why does VIVIO request clinical records from my doctor?

VIVIO doesn't use drug formularies, which gives your doctor more freedom to recommend treatment options. When a specialty drug is prescribed, VIVIO will review your specialty drug options based on your personal clinical records and the latest clinical data and research to ensure the specialty drug you're prescribed is the best one for your condition. VIVIO does this by confirming your doctor's prescription or identifying an alternative specialty drug that is more likely to support a better outcome, has fewer side effects and/or supports a comparable or more favorable outcome at a lower cost.

## I'm already taking a prescribed specialty drug. With the transition to VIVIO, will I have to change drugs?

While your personalized clinical review is underway, you will remain on your existing therapy. Once VIVIO completes the review with your doctor, we may approve your current prescription or identify a new specialty drug that data indicates may support a

better outcome, fewer side effects or a comparable outcome at a lower cost. On occasion, there may be no clinical data supporting a specialty drug's effectiveness so the drug will be deemed experimental. In this case, the medication will not be eligible for coverage under your benefit plan.

## Why does the pharmacy need to confirm shipment with me before each refill?

The specialty pharmacy will call you each time you're due for a refill. Due to special shipping requirements and the high cost of specialty drugs, the specialty pharmacy cannot ship drugs without speaking with you every month. If the pharmacy leaves you a message, promptly returning the call will help ensure there is no delay in shipping.

## How much will I pay for my specialty drug?

You will be responsible for any applicable deductibles, copays or coinsurance, according to your employer's specialty plan design. Member responsibility may vary by fill, depending on plan design, available manufacturer's assistance, the balance of any applicable deductible and remaining out-of-pocket balance. In accordance with IRS regulations, manufacturer's assistance dollars cannot be used toward HDHP deductibles. Keep specialty drug costs in mind when selecting your plan at open enrollment (or as a new hire).

## Do I have to sign up for coupons available through the drug manufacturer?

Drug manufacturers may offer a discount or coupon card on select drugs to lower the medication costs. If a discount is available, VIVIO will ensure that it is used to cover a portion of the cost. VIVIO's specialty pharmacies will walk you through the process of enrolling for any available discount or coupon cards before filling your prescription. Since your plan only

covers the cost of the drug minus any available coupons, VIVIO encourages all members to enroll in the coupon card when the pharmacy asks you to do so.

## How will my specialty drug be delivered?

VIVIO's specialty pharmacy partners will deliver your medication to an address of your choosing. The package will not contain any health information.

## How do I reach VIVIO?

If you have any question, you can reach the VIVIO Concierge Team from 9 a.m. to 8 p.m. EST Monday through Friday.

- Phone: 800-470-4034
- Email: [concierge@viviohealth.com](mailto:concierge@viviohealth.com)



**The VIVIO Concierge Team is here to help guide you through the process step by step and can be reached at 800-470-4034.**