

Getting Started

Your personalized specialty drug review can now begin! Here are the steps to follow for the peace of mind you deserve.

1 If you're filling a prescribed specialty drug through VIVIO for the first time, contact the VIVIO Concierge Team at **800-470-4034**. The VIVIO Concierge Team will help guide you and your doctor through the process step by step.

2 VIVIO partners with your doctor to request your clinical records and use this information, along with the latest clinical data and research, to evaluate your current prescription and assess whether it is the best specialty drug for you. In completing this evaluation, VIVIO will look at the drug's effectiveness and cost, and will work with your doctor to obtain any additional information that is needed.

The requested drug may be filled, or in some cases a new drug will be recommended. Alternative drug recommendations are made when a different drug is clinically superior, causes fewer side effects, or works the same but costs less. VIVIO will be in touch each step of the way to keep you informed. Once VIVIO's evaluation is complete, your doctor will send the prescription to the pharmacy.

3 The pharmacy will contact you to review any drug interactions, confirm the shipping address and delivery date, and collect payment for any applicable deductibles, copays, or coinsurance due according to your employer's specialty plan design.

4 Drug manufacturers may offer a discount or coupon card on certain specialty drugs to lower the medication cost. If such a program is available, VIVIO will ensure that it is used to cover a portion of the specialty medication cost. VIVIO's specialty pharmacies will help you register for any available discount or coupon cards before filling your prescription. Since your plan 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.

5 The pharmacy will send your medication to the address you have confirmed with them.

Important!

You will receive periodic calls and/or emails from VIVIO and its specialty pharmacy partners. It is important that you respond to these calls and emails promptly. Specialty drugs often require special handling, and the pharmacy also needs to ensure there will be no harmful interactions with any other prescription drugs you are currently taking.

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