

VIVIO – Frequently Asked Questions

The VIVIO Approach

What is VIVIO?

VIVIO's specialty drug program was selected by your employer. If you or a covered family member are prescribed a specialty drug, VIVIO matches your personal clinical records with available clinical data to ensure that the drug your doctor prescribes is the right drug for your condition at the lowest price for you and your employer.

Why is VIVIO part of my employer's benefits program?

While only 2% of people will ever be prescribed a specialty drug, the cost of specialty drugs can account for over 50% of an employer's total prescription drug costs. By using VIVIO, the company can better manage those costs and that, in turn, can lead to reduced contributions for everyone who elects coverage (in other words, for you and your co-workers)!

Does VIVIO manage all my prescriptions?

No. The VIVIO program is focused on specialty drugs – medications which are typically prescribed to treat complex or rare conditions such as cancer, hemophilia, rheumatoid arthritis, psoriasis, multiple sclerosis, or cystic fibrosis, among others. Any non-specialty drug(s) you are prescribed will be managed through your benefit plan's regular pharmacy benefits manager.

How does VIVIO help lower the cost of a prescribed specialty drug?

Drug manufacturers often have a discount or coupon card to help lower the total cost of their medications. If such a card is available, VIVIO will ensure that it is used to cover a portion of the cost of a specialty drug. VIVIO's specialty pharmacy partner will walk you through the process of registering for the discount or coupon card before filling your specialty drug prescription.

Important! Under your benefit plan, covered employees and family members who take specialty drugs are responsible for any applicable deductible, copay or coinsurance. These amounts could vary each refill depending on your other medical expenses.

How do I reach VIVIO?

If you have a question about VIVIO, you can reach the VIVIO Concierge Team:

- **By phone** – call **800-470-4034** between 9 a.m. and 8 p.m. Eastern Time Monday - Friday
- **By email** – at concierge@viviohealth.com
- **Online** – www.myvivio.com

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How VIVIO Works

Why does VIVIO request clinical records from my doctor?

When a specialty drug is prescribed, VIVIO will assess 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. VIVIO will contact your doctor directly to request your personal clinical records; there's no action required of you.

I'm already taking a prescribed specialty drug. With the transition to VIVIO, will I stay on the same drug or will my prescription be changed to another specialty drug?

Once VIVIO completes its analysis of your personal clinical records and data from clinical drug trials, it may approve your current prescription, which happens the majority of the time. In some instances, we may identify a different specialty drug that clinical data indicates may support a better outcome and/or fewer side effects (or a comparable outcome but 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. For any approved drug, your doctor will send VIVIO periodic updates on your progress to ensure the drug is working effectively.

If I wish, can I appeal a VIVIO determination?

Yes. VIVIO offers an ACA compliant appeals process, including an external independent review. For details, call VIVIO at **800-470-4034** or visit myvivio.com/appeals.

Is my personal data safe with VIVIO? Does VIVIO sell my data?

Data security is a top priority for VIVIO. VIVIO is HIPAA-compliant and undergoes a SOC 2 Type 2 audit annually to ensure your data is secure. VIVIO does not sell personal data to any party.

Will a VIVIO doctor become my doctor?

VIVIO neither practices medicine, nor is it a substitute for your physician. VIVIO does have care plans for every member and regularly asks physicians for ongoing health updates.

Do I need to tell my doctor about the VIVIO specialty drug program?

No, VIVIO will notify your doctor and your prior pharmacy provider.

How do I get permission to take care of another family member's specialty drug(s)?

If the family member is an adult, a member of the VIVIO Concierge Team will speak with the family member to secure his or her permission to share health records and information with you. If your family member is a minor, please call VIVIO at **800-470-4034**.

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VIVIO's Specialty Pharmacy Partners

Do I have to call the specialty pharmacy back for every refill?

The specialty pharmacy will call you each time you're due for a refill. If the specialty pharmacy leaves you a message it is important that you return the call promptly. Due to special shipping instructions and the high cost of specialty drugs, the specialty pharmacy cannot ship the drug without first getting your consent. Returning the pharmacy call promptly will help ensure there is no delay in shipping the drug(s) you or your family member needs.

Will I have to pay the specialty pharmacy?

Yes. Before the pharmacy can ship the drug, **members are responsible for their deductibles, copays and coinsurance based on your health plan.** These amounts could vary each refill depending on your other medical expenses.

Drug manufacturers often have a discount or coupon card to help lower the total cost of their medications. If such a card is available, VIVIO will ensure that it is used to cover a portion of the cost of a specialty medication. VIVIO'S specialty pharmacy partner that fills the drug will walk you through the process of registering for the discount or coupon card before filling your specialty medication 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 many days' supply of my specialty drug will I receive?

Generally, you will receive a 30-day supply of a specialty drug the first time you fill the prescription and each time you order a refill.

May I order my specialty drug online?

That depends on the dispensing specialty pharmacy and whether the specialty drug is self-administered. In general, a specialty drug that is professionally administered is not eligible for online ordering. To learn if your specialty drug can be ordered electronically, call the VIVIO Concierge Team at **800-470-4034**.

How is my specialty drug delivered? Is it safe, secure, and anonymous?

VIVIO's specialty pharmacy partner will deliver your medication to an address of your choosing in regular packaging. The label will not contain any information about your condition or other health information.