

When refilling your specialty drug, VIVIO's specialty pharmacy partners will contact you to confirm there are no drug interactions, validate the correct shipping address and collect any payment required according to your benefit plan design. You must provide your approval before each refill is shipped. Here's how the refill process works:



VIVIO's specialty pharmacy partner will call you each time a specialty drug is scheduled to be filled.

Please be prepared to review any drugs that you are currently taking - including non-specialty drugs - and to confirm where and when you would like the specialty drug shipped.



A refill for a specialty drug cannot be shipped without your approval.

If you miss a refill call from the specialty pharmacy, please be sure to return the call ASAP!

This will help ensure there is no delay in shipment of the drug(s) needed by you or your family members.



You must pay any applicable out-of-pocket expenses (deductibles, copays, or coinsurance) for each refill based on your employer's specialty plan design.

Please contact your VIVIO Concierge at **800-470-4034** with any questions about your specialty cost share.

About Copay Cards/Coupons

Drug manufacturers offer a discount or coupon card on select specialty drugs to lower the cost of their medications. If such a discount is available, VIVIO will ensure that it is used to cover a portion of the cost of a specialty medication. VIVIO's specialty pharmacies will walk you through the process of registering 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.