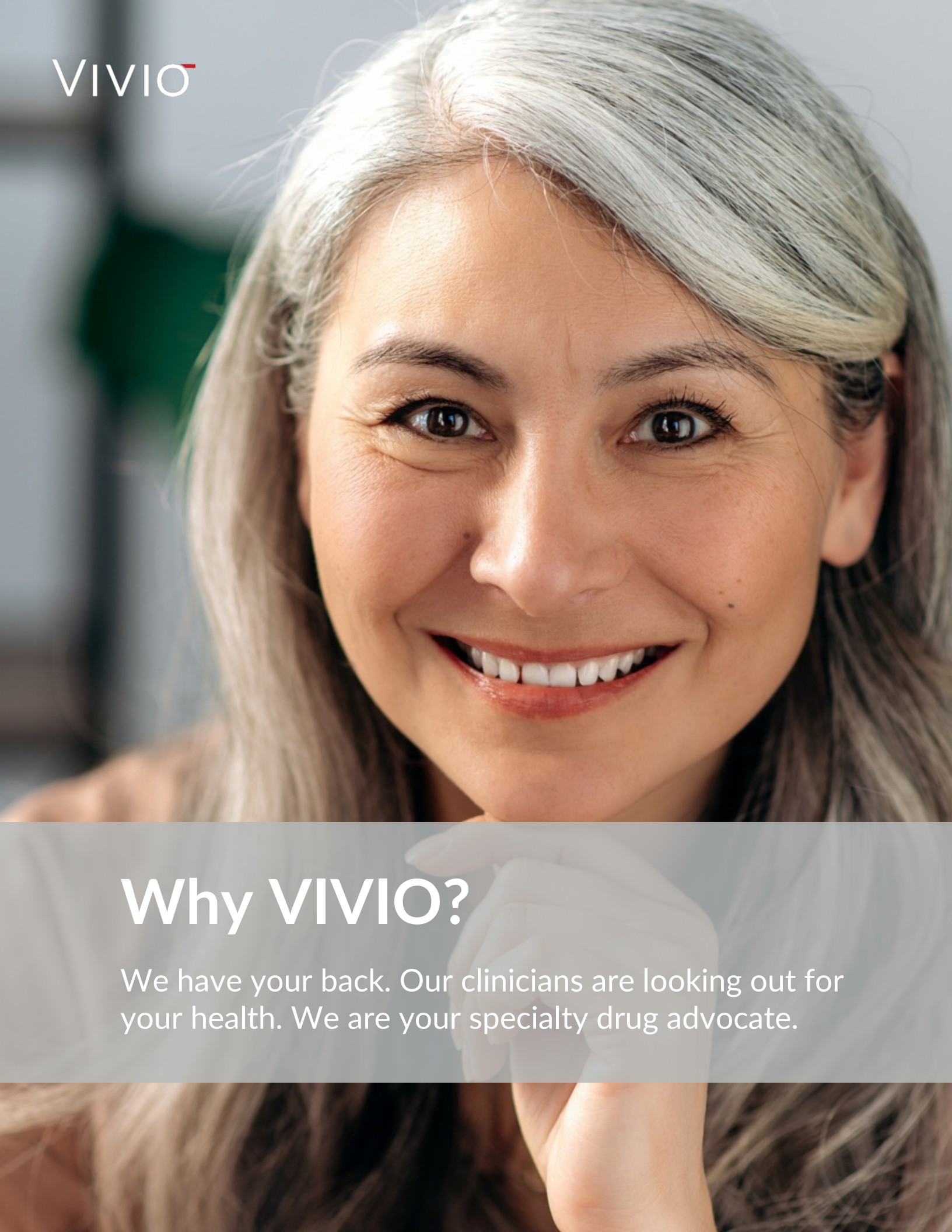




VIVIO

Why VIVIO?

We have your back. Our clinicians are looking out for your health. We are your specialty drug advocate.

PERSONALIZED MEDICINE DONE RIGHT

YOU ARE OUR FOCUS

We prioritize your health and smooth member experience. Our work processes were designed from the ground up to give you and your doctor the caring support so often lacking in today's healthcare system. We've done away with things like drug formularies that can get in the way of your care.

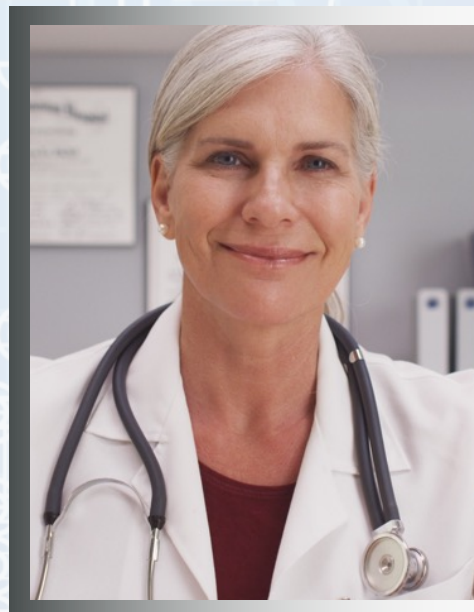


YOUR HELPFUL CONCIERGE

The friendly VIVIO concierge team is here to help and can be reached at **1-800-470-4034**. Your concierge will guide you through the VIVIO evaluation and drug fulfillment process, coordinate with your provider so you don't have to, and assist with your ongoing specialty drug needs.

OUR MEDICAL EXPERTS

VIVIO's team of board-certified doctors and licensed pharmacists work with your doctor to ensure you are on the right drug therapy. If you have cancer, VIVIO has an oncology team working for you. If you have RA, VIVIO has a rheumatology team. If you need any specialty drug, we have a clinical team for you. Think of VIVIO as a second opinion service, courtesy of your employer/plan sponsor.



VIVIO

WHAT IS A SPECIALTY DRUG?

A **SPECIALTY DRUG** is a medication for treating complex, chronic, or rare conditions. Examples of health conditions treated by specialty drugs include:

Rheumatoid Arthritis

- Affects 1.5M Americans
- 3X more common for women
- Staying active can help reduce pain and protect joint health

- Affects 7.5M Americans
- Most likely appears between ages 15-35
- Up to 30% will develop psoriatic arthritis

Psoriasis

Crohn's Disease

- A type of inflammatory bowel disease affecting 750K Americans
- Children are twice as likely to be diagnosed
- 2X risk for smokers

- 1.7M newly diagnosed Americans in 2019
- 600K deaths in 2019
- The cancer death rate has fallen 27% since the peak in 1991

Cancer

Multiple Sclerosis

- Affects 1M Americans
- Rate in northern states is 2X that of southern states below 37° Parallel
- 2-3X more common for women

- Affects 30K Americans
- More than 75% are diagnosed by age 2
- More than half of CF population is age 18 or older

Cystic Fibrosis

HIV *

- Affects 1.1M Americans
- 14% are unaware of their condition
- Without treatment, HIV usually progresses to AIDS in 10 years, or sooner in some people

- Affects 8% of Americans
- Prevalence in children, is higher than adults
- Causes 1.3M ER visits, 450K hospitalizations and 3,500 deaths/year

Severe Asthma/CIU

Enzyme Replacement

- 8K people with Fabry disease
- 6K people with Gaucher disease
- Other conditions include Wolman disease, MPS and Pompe disease

- Affects 20K Americans
- Median diagnosis age is between 1 and 36 months depending on severity
- 1/3 of people have no known family history

Hemophilia

* VIVIO considers HIV a specialty condition and has clinical programs to manage health outcomes.

YOUR FIRST FILL THROUGH VIVIO



1

When filling a prescribed specialty drug through VIVIO for the first time, contact the VIVIO Concierge Team at **1-800-470-4034**. Your friendly, helpful concierge will guide you and your doctor through the process, step-by-step.

2

VIVIO partners with your doctor. We start by requesting your clinical records and use it with the latest clinical data and research to evaluate your current prescription and assess whether it is the best medication for you. VIVIO will examine the drug's effectiveness, side effects and cost, and will work with your doctor to obtain any needed additional information.

The requested drug may be filled, or, in some cases a different therapy 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 keep you informed every step of the way. 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 confirmed.

Important

You will receive periodic calls or emails from VIVIO and our specialty pharmacy partners. Please respond to these promptly. Specialty drugs often require special handling, and the pharmacy must ensure there will be no harmful interactions with your other drugs.

REFILLING SPECIALTY MEDICATIONS



Before refilling your specialty drug, VIVIO's specialty pharmacy partners will contact you to 1) confirm there are no drug interactions, 2) validate the correct shipping address and 3) 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 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 **1-800-470-4034** with any questions about your specialty cost share.

About Copoly Cards and Coupons

Drug manufacturers sometimes 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.

COMMON 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 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.

VIVIO

MORE QUESTIONS

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.

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).

AND MORE

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.

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 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.



BETTER **HEALTH** OUTCOMES MATTER

VIVIO CONCIERGE

1-800-470-4034

concierge@viviohealth.com

VIVIO is neither compensated by employers nor anyone else based on cost reduction. VIVIO does not participate in any cost-saving sharing arrangements but is paid to provide the best clinical advice based on valid studies of therapy effectiveness. Part of VIVIO's personalized review process includes our clinicians working with your provider to review clinical data behind medications as well as the disease state for which medications are being administered. VIVIO communicates and collaborates with providers and shares clinical trial and other data, as well as the reason for specific therapy recommendations. VIVIO's employer customers prioritize improved health outcomes for their members.

