



# VIVO

infusion

**FORMERLY MPP INFUSION**  
**SAME GREAT PEOPLE • SAME GREAT CARE**

## THERAPIES

- Actemra®
- Adakveo®
- Aduhelm™
- Avsola™
- Apretude
- Benlysta
- Cimzia®
- Cinqair®
- Cinryze®
- Crysvita®
- Entyvio®
- Evenity®
- Fabrazyme®
- Fasenra®
- Feraheme®
- Givlaari®
- Ibandronate Sodium
- Ilumya®
- Inflectra®
- Injectafer®
- IV Hydration
- IVIG
- Keytruda®
- Krystexxa®
- Lemtrada®
- Leqvio®
- Lumizyme®
- Monoferric®
- Nucala
- Nulojix®
- Ocrevus®
- Onpattro®
- Opdivo®
- Orencia®
- Prolastin®-C
- Prolia®
- Qutenza®
- Remicade®
- Renflexis®
- Rituxan®
- Ruxience®
- Saphnelo™
- Simponi Aria®
- Soliris®
- Solu-Medrol®
- Stelara®
- Tepezza®
- Tezspire™
- Thyrogen®
- Truxima®
- Tysabri®
- Uplizna®
- Venofer®
- Vitamin Therapy
- Vyepti®
- Vyvgart™
- Xolair®
- Zoledronic Acid

### EXPERIENCE THE DIFFERENCE

Vivo Infusion provides individualized attention and compassionate care. Our dedicated team works with each patient to ensure they receive exceptional service including the most up-to-date information concerning their benefit plan details.

### WE ADD VALUE FOR YOU AND YOUR PATIENTS

- Cost Effective
- Easy Referral Process
- Patient Resource Support
- We Complete Prior Authorizations

### OUR WELL TRAINED AND RESPONSIVE MEDICAL TEAM IS EQUIPPED TO ASSIST WITH ALL YOUR INFUSION CARE NEEDS



**REFERRAL FAX:**  
**855.891.2191**

**REFERRAL EMAIL:**  
**referrals@vivoinfusion.com**



**PATIENT CARE NAVIGATOR**  
**PHONE: 855.478.1528**

**FLORIDA LOCATIONS:** Jacksonville, Kissimmee, Orlando, Port St. Lucie, Suncoast

# EXPERIENCE THE VIVO DIFFERENCE



## Complete Vivo Referral Form

- Visit [vivoinfusion.com](http://vivoinfusion.com) and download the appropriate referral form
- Complete the entire referral form, paying extra attention to the **REQUIRED DIAGNOSTICS** and the **REQUIRED DOCUMENTATION CHECKLIST**
- Submit the completed referral form, along with the required documentation via fax: 855.891.2191, or email: [referrals@vivoinfusion.com](mailto:referrals@vivoinfusion.com)
- Our **Patient Care Navigator** Team will confirm receipt with your office via a referral notification



## Benefit and Referral Assessment

- The contents of the referral packet will be reviewed to ensure completeness
- Our insurance team will contact the health insurance plan for benefit verification and prior authorization requirements.
- If additional documentation is needed for a patient financial assessment, the **Patient Resource Specialist** will contact the patient
- Our **Patient Care Navigator** will contact both the referring office and the patient to welcome them and answer any questions



## Infusion is Scheduled

- Once benefits are confirmed, our staff will contact the patient to schedule infusion treatment
- New patients are provided a “Center Introduction” to provide logistical information and answer initial questions
- In preparation for a new patient’s first appointment, the **Patient Resource Specialist** will review insurance benefits and assistance programs
- After three failed attempts to schedule, the patient will be referred back to the practice



## Follow Up

- After the patient has been seen in the infusion center, a record of the patient’s visit is faxed to the referring physician
- After the patient’s infusion treatment, a record of their experience, progress, and treatment notes are emailed to the referring office
- Our caring and compassionate **Patient Care Navigator** is available @ **855.478.1528**
- One of our local **Infusion Specialists** will follow up with the referring office to confirm the best possible infusion experience

**WE ACCEPT MEDICARE AND MOST HEALTH INSURANCE PLANS. ASK US FOR A LIST OF IN-NETWORK PLANS.**



**REFERRAL FAX:**  
**855.891.2191**

**REFERRAL EMAIL:**  
[referrals@vivoinfusion.com](mailto:referrals@vivoinfusion.com)



**PATIENT CARE NAVIGATOR**  
**PHONE: 855.478.1528**

**FLORIDA LOCATIONS:** Jacksonville, Kissimmee, Orlando, Port St. Lucie, Suncoast