VYTLONE

Your Mission is Our Mission.

Important Things to Know about VytlOne

ABOUT VYTLONE

Since 1991, VytlOne has provided outstanding pharmacy benefits for members and dependents. We are here to help you manage your prescriptions safely and cost-effectively, and are dedicated to providing you the best customer service anytime you need us.

OUR SERVICES

VytlOne provides pharmacy benefit services nationwide. We own and operate our own home delivery and specialty pharmacies which allow us to provide full-service pharmacy benefits to our members.

VYTLONE PHARMACY

VytlOne Pharmacy offers a convenient, cost-effective way to order prescribed long-term medications for delivery to your home. Medications obtained through home delivery are limited to a 90-day supply. To maximize your savings, please ask your doctor to write, submit electronically, or fax your prescription for a 90-day supply with refills up to one year. Once VytlOne Pharmacy has your prescription, refills can easily be obtained. To get started, please use one of the following options:

1) **Go online** - Create a VytlOne member web portal account at members.vytlone.com. After you have successfully created an account, select the "VytlOne Pharmacy Prescriptions" feature.

2) **By mail** - Print and fill out a home delivery from the VytlOne website. Mail your completed form to the pharmacy with your prescription(s) and form of payment.

3) **By phone** - Call 800-687-0707 and follow menu instructions to speak to a Member Advocate.

VYTLONE SPECIALTY PHARMACY

At VytlOne Specialty Pharmacy, we focus on personalized service for the most complex disease states. We offer the therapies and resources you need to help manage your condition. Our pharmacist and patient care coordinators are available Monday - Friday 8am-8pm EST to answer any questions that may arise. Call 866-629-6779 for more information.

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CUSTOMER SERVICE IS ONE OF OUR HIGHEST PRIORITIES

Our Member Advocates are available 24 hours a day and 7 days a week. A Member Advocate can answer benefit questions that include: coverage, copay quotes, deductibles and out-of-pocket amounts, prior authorization required medications, quantity limits, and more. We are here to assist you by offering you lower cost medication alternatives. These lower cost alternatives would need to be discussed with your doctor to determine if they are appropriate for you.

Our trained Member Advocates can also assist members with processing claims and will gladly call your pharmacy to help their staff with prescription claims. VytlOne also provides the status of your medication prior authorizations. If you are looking for a network pharmacy and need help, please call a VytlOne Member Advocate at 800-687-0707 to get connected with a pharmacy in no time.

THE VYTLONE MEMBER PORTAL LETS MEMBERS MANAGE THEIR PHARMACY BENEFITS WITH EASE

The member portal allows users to manage almost all of their pharmacy benefits from the comfort of their computer, tablet, and even smartphone. Using the portal, members can sign up for VytlOne Pharmacy and then process refills for their medications directly from the portal. Members can also order replacement insurance cards (if the plan supports printed cards). Many members need to print or download their prescription history. The member portal makes it easy to choose a date range and print or download a history of medications purchased during that time, as well as view a snapshot of your deductible and/or out-of-pocket balances, if applicable.

The VytlOne member portal makes managing dependents and other users a breeze. You can even grant access to other users with the click of a button. If you're traveling or just looking for a pharmacy nearby, you can use the portal to locate in-network pharmacies. You can even make direct calls to these pharmacies or find them on a map from your mobile device. Finding a prescription copay is simple using the Calculate Copay section of the portal. Members can also find a formulary and other plan documents in downloadable formats in the Benefit Documents section.

If you have questions, we have answers. The member portal has an in-depth FAQ section, and if your question is not answered there, feel free to contact a VytlOne Member Advocate at 800-687-0707.

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