



## **Frequently Asked Questions about BriovaRx™**

### **Who is BriovaRx™?**

We are a pharmacy that is focused on providing you with the best possible care while you undergo specialty medication treatment.

Our services include:

- Working as part of your care team with your health care provider
- Supporting you with verbal counseling and information about your medications
- Assisting you with medication self-administration training
- Communicating with your Health Care Provider regarding follow up, as needed
- Helping you enroll in Copay Assistance Program, when needed
- Calling you each month to coordinate the refill shipment of your medication
- Providing 24-hour emergency pharmacy services over the phone

### **How do I get my medications from your pharmacy?**

We coordinate the delivery with you each month directly to your home, work, or physician's office. We use experienced shippers, like UPS to make sure your package is carefully shipped. If your package requires special handling, like refrigeration, we package and ship it accordingly, **all at no extra cost to you.**

### **Can I get all my prescriptions from BriovaRx™?**

We are focused on being an expert at providing specialty medications, and suggest that you use your regular pharmacy for all other medications.

### **How do I pay for my specialty medications?**

We accept Check-by-Phone, Money Orders, and most major credit cards like: MasterCard, Visa, Discover, and American Express.

### **What are the customer service hours for BriovaRx™?**

Monday through Friday: 8:30 A.M. to 10:00 P.M. EST

A clinician is always available 24 hours a day, 7 days a week for emergency on-call services by calling our toll-free number: 1-855-242-2241.

### **How do I get started or learn more about your pharmacy?**

Just call us at 1-855-242-2241, and we will get started by coordinating your order with your physician.