



Open Enrollment 2026 | 2027

Greetings _____,

I am _____, your Patient Resources Specialist for the _____ Vivo Infusion care site. Our Patient Resources team prides itself on contributing to the overall patient experience by offering patients accurate information regarding their insurance coverage for infusion treatments. Most insurance companies give their customers the option to change or update their insurance coverage during a period called *Open Enrollment*. I am here to help you understand your current coverage for infusion therapy and answer any questions you may have if you are considering changing or updating your insurance coverage during open enrollment.

Please select an option that best describes how you might proceed during Open Enrollment:

- ☐ I currently have a Medicare Advantage plan and would like information about infusion coverage options.
- ☐ I currently have Medicare only and would like information on my current coverage and other infusion coverage options.
- ☐ I currently have Medicare and considering opting into a Medicare Advantage plan.
- ☐ My employer is changing our group health plan, and I would like to understand how this might affect my infusion treatments.
- ☐ I understand my insurance coverage for my infusion treatments, and I am not moving forward with any insurance changes.
- ☐ I am unsure how I want to move forward with my health coverage and would like general information about Open Enrollment.

If you have made a selection requesting more information, I will reach out to you to review this with you and answer any questions you may have.

Thank you for choosing Vivo Infusion, we strive to be the best infusion center for our patients and look forward to continuing our relationship with you.

Best,

Patient Resources Specialist

Patient Signature