

VivoRefills.com FAQ



- What is VivoRefills.com?
 - VivoRefills.com is a website for existing and active Vivo Health Pharmacy at Home (Mail Order) patients to order refills of their maintenance prescriptions
- Where can I go to create an account?
 - Please visit www.VivoRefills.com
- Can I create one account for my whole family?
 - In addition to having an already existing profile at Vivo Health Pharmacy at Home, each family member will need their own account on VivoRefills.com
- I am trying to create an account, but I cannot sign up. Why?
 - Each user profile must match an already existing account at Vivo Health Pharmacy at Home. **First Name, Last Name, Date of Birth and Mobile Number** must match
 - Names that have hyphens or apostrophes must match exactly
- Is this website secure?
 - VivoRefills.com uses a 2-Factor Authentication and sends a one-time use, secure log in code to your mobile phone during each log in attempt
- What if my dependent does not have a mobile phone?
 - Please call Vivo Health Pharmacy at Home at 833-868-8486 for assistance. You can add your mobile phone to your dependent's profile
 - If the patient is over 18 years of age, they must already have given the pharmacy authorization to speak to someone else on their behalf
- I am having trouble accessing VivoRefills.com using my mobile phone.
 - Certain browsers, like Safari, may not properly display data. Try using Edge, Firefox, Chrome, or try logging in from a laptop or desktop computer
- My name has changed. How can I update this on the website?
 - Please call Vivo Health Pharmacy at Home at 833-868-8486 for assistance. A website administrator will make these changes for you
- I have forgotten my password and cannot log in. What can I do?
 - Please follow the "Forgot My Refills" link on the VivoRefills.com website. If that does not work, please call Vivo Health Pharmacy at Home at 833-868-8486 for assistance
- I cannot see all my prescriptions. Where are they?
 - Only prescriptions filled at Vivo Health Pharmacy at Home within 12 months will be displayed
 - If you need to refill an older prescription, please call the pharmacy at 833-868-8486