

Processing Administrative Fees Using ViiV Connect

To process the nursing administration charge for Medical Benefit patients (Whether Buy and Bill or Specialty Pharmacy provided), ViiV has a portal to process your copay card patients through. Once you create a login for your site, you can link the approved patients into the portal. You can also directly enroll patients within the portal. The portal also includes:

- List of your active patients
- Access to see the processing details for the Mastercard
- Ability to upload claim and EOB for review and funds distribution alerts
- Tracking of available funds left and funds available for processing

www.viivclaims.com/login

If you are not set up in the ViiVConnect system:

1. If you are not registered with a username and password, please contact the ViiVConnect Help Desk at **800-790-8997** (8:00 AM ET to 8:00 PM ET, Monday through Friday, except holidays) for assistance with the setup of your login information.
 1. You will need to call this number once, and it is just for the initial setup of the portal. This call should take less than 10 minutes to complete.
 2. They will ask for the NPI and contact information applicable to your site and providers.
 3. If you have multiple ordering NPIs, you should be able to have one sign-on under your group NPI. One sign-on will limit the number of logins you receive.
 1. Feel free to provide the NPI list of providers to the FRM via email along with your login user name and I can escalate and have the providers' patients linked for your view
 2. You may also complete this linking during this initial setup call by providing the providers' details verbally.

Once you are registered, your credentials are immediately emailed over to you for electronic access.