

Compression Products Frequently Asked Questions (FAQs)

We're here for you!

Every step. Every question. Every day.

Q: If I have questions regarding this new benefit, who do I contact?

A: For any coverage questions, please contact your HR Service Center, Monday-Friday 8am-6pm at 516-734-7000.

Q: Are compression socks covered when ordered through Vivo Health Pharmacy Benefit?

A: Yes, compression products are covered by your Vivo Health Pharmacy Benefit. You will need to have your medical provider complete and sign the [Compression Product Benefit form](#). The Compression Product Benefit form can be found at your local Vivo Health Pharmacy store or the Vivo Health Pharmacy website www.vivohealthpharmacy.com.

Vivo Health Pharmacy will also carry a limited over the counter supply (OTC) of compression products. As of January 1st, 2021, if you would like more information on Vivo Health compression, please call **1-833- VIVO-DME** or email us at VIVO.DME@Northwell.edu.

Q: How do I order compression products?

A: You can order compression products by having your medical provider complete the [Compression Product Benefit form](#) and email it to VIVO.DME@Northwell.edu or fax it to: (516)266-5332.

Q: How will I receive my order and how long will it take?

A: Your orders will be shipped to your home via FedEx. Your order can take up to 7-10 business days. Any questions or concerns, please contact us!

Q: What are Healthy Leg Days?

A: A certified compression sock fitter will be onsite for a *Healthy Leg Day* each month at your facility. The fitter will be available to answer any questions you may have and can even help you pick out a pair! If you would like more information on Healthy Leg Days, please feel free to speak with one of our Pharmacy Team members or call **1-833- VIVO-DME** or email us at VIVO.DME@Northwell.edu.

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Please visit our website at www.vivohealthypharmacy.com to review our 2021 Healthy Leg Day events!

Q: How do compression stockings and socks work?

A: Compression stockings come in different levels of compression: 15-20 mmHg, 20-30 mmHg. The stockings will support more or less depending on the level of compression. The various levels of compression are used for different symptoms and leg issues. If you have any questions regarding the strength for you please speak to your medical provider.

Q: What is my size?

A: Everyone has a different size for compression stockings that fit them. A certified compression sock fitter will be onsite on Healthy Leg Days and available to answer any questions you have and can even help you pick out a pair! If you would like more information on Healthy Leg Days, please feel free to speak with one of our Pharmacy Team members or call **1-833- VIVO-DME** or email us at VIVO.DME@Northwell.edu.

Q: How do I know which level of compression is right for me?

A: There are many levels of compression that compression stocking comes in, and they are all for different purposes. Some work better than others, depending on the situation. Just because 20-30mmHg is a higher level of compression than a 15-20mmHg doesn't mean that it's more useful for you. 15-20 mmHg compression offers low levels of compression. They are perfect for air travel, long car rides, and supporting your legs if you are standing or sitting for an extended period. If you have any questions regarding the best compression level, please speak to your medical provider.

Q: What does "mmHg" stand for?

A: "mmHG" stands for millimeters of mercury. It is a scientific unit of measurement for pressure, and it is used to indicate the strength of compression stockings.

Q: Do I have to have a medical condition to receive benefits from compression socks?

A: Anyone can benefit from wearing compression products. Most people don't achieve optimal circulation in their legs, causing leg fatigue, swelling, varicose, and spider veins. Any questions regarding your compression, please contact your medical provider*.

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Q: Why is it okay to machine wash/dry my compression garments?

A: Without daily machine laundering, your garment is more likely to stretch out, over time. These garments can be machine washed and machine dried on low heat settings. Any laundry detergent that does not contain bleach or fabric softeners

Q: How often should I replace my garment?

A: With normal daily wear and care, we recommend replacing your garment every six months. Should your garment show signs of excessive wear or fit looser or tighter than when you originally purchased it, we recommend consulting with our fitter about re-measuring or replacing your garment. You can contact us at **1-833-VIVO-DME** or email us at VIVO.DME@Northwell.edu.

**Looking for more information?
Please contact us!
We will be happy to speak with you!**