Frequently Asked Questions

For Members

LIVINITI

Understanding My Benefits

Who is Liviniti?

Liviniti was selected by your health plan to manage your pharmacy benefits. As a pharmacy benefit manager (PBM), we work to help keep your costs low while you get the prescription medicines you need.

Who Can Help Me with Questions about My Pharmacy Benefits or Prescriptions?

The Liviniti service team is here around the clock to answer questions and provide the support you need. Call the number on your pharmacy ID card or send us an email: support@liviniti.com.

Filling Prescriptions

How Can I Find Out More about a Specific Medication?

Your Member Portal and Mobile App are the go-to locations for information about your meds. Use "Medication Search" and enter the drug's name to find:

- Information about the available strengths
- Formulary tier
- Whether the drug is considered a specialty medication
- Whether it's available over the counter
- The route/method the drug is administered
- Programs or pre-approvals needed under your pharmacy benefit plan

What is a Specialty Drug?

Specialty medications are biologic drugs used to treat complex, ongoing conditions. They generally cost more and you may have a higher out-of-pocket cost for specialty drugs. You can determine if a medication is considered a specialty drug in the Medication Search tool.

Can I Order my Prescriptions by Mail?

Under many benefit plans, you can choose a mail order pharmacy for medications you take on an ongoing basis. If you and your prescriber decide that a 90-day supply is right for you, visit Liviniti.com/members, enter your Group Number in the Company Page section and select the Mail Order icon to view your home delivery options.

What is PillPack and How Do I Get Started?

Sorting and organizing your various medications can be a never-ending chore. For members who rely on multiple medications, PillPack may be the answer! PillPack is a pharmacy that can sort your medications by date and time, and deliver them in pre-sorted packages right to your door. Visit the Member Center (Liviniti.com/members) to find the link to the PillPack pharmacy page.

Getting the Right Medication at the Best Price

What is a Prior Authorization (PA)?

Sometimes, when a patient is prescribed a specific medication for a complex condition, a prior authorization is required. When multiple medications can treat the same condition Liviniti will work with your doctor to ensure a cost-effective drug is selected. Prior authorization helps:

- Ensure that the prescribed medication is approved by the FDA to treat your condition.
- Determine if another drug should be tried first, before a more costly drug.

Once the PA is submitted by your doctor, Liviniti quickly evaluates the information and will determine if it is approved under your pharmacy plan. If a drug is denied for coverage, you and your doctor have the option to appeal the decision.

What is the Prior Authorization (PA) Appeal Form?

To file an appeal for denied coverage of a specific drug, your prescriber will need to complete the PA Appeal form and submit it to Liviniti with clinical documentation. The PA Appeal form is located on the Member Center.

How Do I Find Out if a Prior Authorization is Required for my Medication?

Liviniti wants to make it easy for you to know which drugs require PA approval. You can look up this information using the Medication Search capability in your Member Portal and also on the Your Company Page. Visit Liviniti.com/members to reach these tools. If a prior authorization is required, you will notice "PA" under the column labeled "Coverage Restrictions."

Self-Service Tools

Does Liviniti Have a Mobile App or a Member Portal?

Yes. Making sure that you can find the information you need to manage your prescriptions and your pharmacy benefits is important. We have a variety of digital tools to make it easy. Visit the Member Center at Liviniti.com/members to:

- Login to the Member Portal or Your Company Page
- Download the **Member Welcome Guide** for an overview of the capabilities and features of the Member Portal
- Download the **Mobile App Flyer** for an overview of the capabilities and features of the Mobile App, including QR codes that you can use to easily find the Liviniti App in the App Store that you use.