

We Make the Prior Authorization Process Easy

The Liviniti prior authorization process helps members get the right medication at the best price.

What is a Prior Authorization?

A prior authorization (PA) is a cost-savings initiative of your prescription drug benefit plan that ensures the appropriate use of certain prescription drugs. This program is designed to help prevent improper prescribing or use of certain drugs that may not be the best choice for a given health condition.

Support for Members

Call Center

- 24/7/365 Live US-Based Customer Service

View Status

- Members can view pharmacy claims and PA status in the Liviniti mobile app

Quick Turnaround

- Most PA reviews are completed within 4 hours or less

Mobile-Friendly Rx Management

Visit our Member Center for tools that make it easy to find information about your prescriptions and pharmacy benefits.

- Go to liviniti.com and select “Members” at the top of the page
- Log into the member portal and select “Prior Authorizations”

Download the Liviniti app



Prior Authorizations Resources

Selecting “Prior Authorizations” in the member portal will allow members to track their prescriptions that require a PA at the click of a button.

Members can click on each respective medication to view restrictions, quantity limits, and other helpful information.

What types of medications might require a PA?

- Specialty medications
- Medications that have lower-cost, equally effective alternatives available
- Medications that should only be used for certain health conditions
- Medications that have stricter FDA guidelines on quantity, age, and diagnosis

How can the physician submit a request?

Physicians can start new PA requests, check the status of a submitted PA, and complete an existing PA request on PromptPA. Our PromptPA portal is specific to Liviniti members and can be accessed at the following web address <https://liviniti.promptpa.com>.

How can a pharmacy, member, or member representative start a PA?

A PA can be initiated by contacting the Liviniti call center. The call center will direct the request to the PA team, who will then contact the physician.

Does Liviniti follow up with physicians if they do not respond?

We encourage providers to submit the PA electronically at any time of the day on our provider portal, PromptPA. Providers can start a request, answer any criteria questions and upload supporting documentation.

How can a member find out the status of the PA?

Members can view the status of their PA in the member portal or on the Liviniti mobile app. In addition, the member and physician will receive a denial letter for a case that is denied.

How does the PA process work?

Step 1: The pharmacy will attempt to fill the prescription. If a medication requires a PA, the pharmacist will receive an alert with a message indicating "Prior Authorization Required."

Step 2: The pharmacy will contact the physician to start the PA process. The pharmacy may also contact Liviniti to start the PA on the member's behalf.

Step 3: The physician will complete the PA request and send additional medical information supporting the request back to Liviniti.

Step 4: Liviniti will notify the member and their physician regarding the decision. The member and their physician will receive an approval or denial letter.

- If approved, Liviniti will contact the pharmacy to reprocess the claim.
- If denied, the physician may suggest alternative medications for the member's condition or appeal the denial by completing the Prior Authorization appeal form.