



# Prior Authorization Overview

Pre-approval for certain medications is required under the plan and is called a prior authorization or PA. Types of medications that might require prior authorization include:

- 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

## The PA process

If the pharmacy attempts to fill a prescription for a medication that requires a PA, the pharmacist will receive an alert with a message indicating “Prior Authorization Required.”

**Step 1:** The pharmacy contacts the physician to start the PA process. The pharmacy may also contact Liviniti to start the PA on the member’s behalf.

**Step 2:** The physician gives Liviniti the medical information needed to complete the PA request.

**Step 3:** Liviniti evaluates the information provided and 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 and the member will be notified a prescription is ready.
- If denied, the physician may suggest alternative medications for the member’s condition or appeal the denial by completing the Prior Authorization appeal form.
  - For information about the appeals process, please refer to page 2.

In the drug look-up tool on the mobile app, medications that require prior authorization are noted with a “PA” indicator.



## Members can submit a PA in multiple ways:

**Liviniti Customer Service:**  
1-833-925-2770

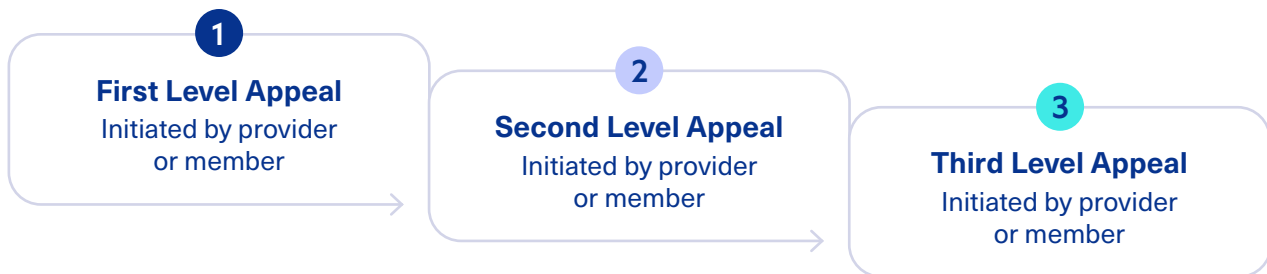
**Liviniti Fax Number:**  
1-866-404-1771

**Mail:**  
Attn: Clinical PA Dept.  
411 Bienville St.  
Natchitoches, LA 71457

**Email:**  
support@liviniti.com

## Prior Authorization: How to Appeal a Denial

If a prior authorization is denied, there are three sequential steps available for an appeal. The third level is legally binding and final.



## Types of Appeals That Can Be Performed

| Type of Appeal | Requested by        | Appeal performed by                           | Timeframes to start an appeal*                        |
|----------------|---------------------|---|---|
| First Level    | Member or Physician | Liviniti                                      | 180 business days<br>from date of PA denial           |
| Second Level   | Member or Physician | Liviniti                                      | 120 business days<br>from date of 1st-level PA denial |
| Third Level    | Member or Physician | Independent external<br>review (peer to peer) | 120 business days<br>from date of 2nd-level PA denial |

\*Timeframes may vary or change based on federal or state statutes.

## Helpful Information Regarding 1st, 2nd and 3rd Level Appeals

- Appeals can be requested via phone call, email, fax, [promptpa.com](http://promptpa.com) or in our ePA system.
- Business days exclude weekends and holidays.
- Each level of appeal is independent. They cannot occur concurrently.
- Turnaround times are measured based on the date of receipt at Liviniti.

## Urgent, Clinical-based Appeals

- Urgent appeals may be requested for clinical-based appeals (e.g., diagnosis, prior authorization) and must be requested by the member's physician.
- Urgent appeals are reviewed within 24 hours.