

# Enhancing The Member Transition Experience



RxWatchtower provides members with an agile, well-informed transition to Liviniti.

The healthcare ecosystem is often challenging to navigate. When transitioning to a new pharmacy benefit manager, disruption is a likely occurrence. Liviniti strives to keep disruption to a minimum, ensuring your employees receive their prescribed medications - quickly, conveniently, and affordably.

RxWatchtower is a proactive, operationalized monitoring program that assists members in their transition to Liviniti. RxWatchtower actively observes rejected claims, provides transition of care overrides for members with ongoing therapies, delivers written communication to disrupted members, and initiates prior authorizations. RxWatchtower is available to clients that do not have claims data from their previous PBM readily available or have elected to use an overlay program. Enrollment is required prior to commencement of service, and the program expires after 60 days.

## **Claim rejects at pharmacy**

Medications with clinical edits in place will reject at pharmacy (Ex. Prior Authorization, Quantity Limit, Step Therapy).

## **Claim is reviewed by clinical team one business day after claim rejects**

Prior claims history is obtained from pharmacy. If continuation of care, an override is placed.

## **Claim is re-processed, if appropriate. PA is initiated and TOC letter is sent to member**

Member receives a letter in the mail detailing the Transition of Care program and medication affected.