

Convenient Home Delivery

The Liviniti Home Delivery Pharmacy offers free delivery of your medications to a convenient place – home, work or doctor’s office. This service can be used for medications you take on an ongoing basis.

Here’s Why:

We’ll remind you when it’s time to refill so you don’t run out of your medication.



Tip: You can easily refill prescriptions online.

You get a three-month supply so you don’t have to refill each month.



Tip: This can help you save gas and time. No trips to the pharmacy! No waiting in line!

Here's how you get started:

Register using the Portal

- Go to liviniti.healthdyne.com and select “Register Now”
- Make sure to have ID number handy

Update your personal information

- Verify your shipping address
- Provide a payment method for your copay – credit, debit, FSA or HSA card

Ask your doctor to send a new 90-day prescription

- E-prescribe to HealthDyne Pharmacy (NCPDP ID# 5754759)

Refill your medication when you have a 14-day supply left

- Order online at liviniti.healthdyne.com

For questions about home delivery, visit the portal at liviniti.healthdyne.com or call 800-710-9341.



Go online for fast answers!



Order refills with a few clicks



Find your order status



Update your credit card



Get shipment tracking numbers



Sign up for refill reminders



Change your shipping address

How are prescriptions mailed?

Liviniti Home Delivery prescriptions are mailed via first class USPS. Expedited shipping through UPS is offered but additional charges would be applicable.

What is the average turnaround time for a prescription?

Once the pharmacy receives a complete order, the medication will arrive to the patient in approximately 7 to 10 business days.

For prescriptions that do not require member or physician contact, the average turnaround time is 2 business days. For prescriptions that do require member or physician contact, the average turnaround time is 3-5 business days. Please note that this reflects filling time not mailing time.

Will members be reminded about their refills?

Yes. Refills are prompted 25 days in advance of refill due date. The portal will allow members to request refills up to 25 days in advance. If the plan benefit does not allow for the refill at that time, the claim is put on hold until allowed. Members will be reminded of refills once the member is at 85% utilization. They will be reminded by the preferred contact method elected when registering within the Liviniti Home Delivery Portal.

Is there a member charge ceiling limit?

Yes, members must approve anything over \$225.

Can payment information be stored for future mail order refills?

Yes, payment information can be stored in the Liviniti Home Delivery Portal.

Is Variable Copay available through Liviniti Home Delivery?

Not currently.

Is Liviniti Home Delivery limited to Mail Order?

Yes. At this time, Liviniti Home Delivery is limited to Mail Order Medications only.

What if I have additional questions about mail order?

Contact Liviniti Home Delivery Customer Service 24/7/365 at 855-772-9384.

For all other prescription questions:

Contact Liviniti Customer Service 24/7/365 at 800-710-9341.