

Frequently Asked Questions

For Members

What is the RxCompass program?

RxCompass is a Liviniti-offered savings program designed to provide significant savings on eligible high-cost brand and specialty prescriptions. The program finds the best choices – called pathways – to fill brand and specialty prescriptions. In some cases, you may receive your medications at no cost.

Are all prescriptions impacted by RxCompass?

Only drugs on the RxCompass drug list are impacted by the program.

How do I know that my prescription is eligible for RxCompass?

If your prescription is eligible for significant savings, it will be identified with a brief hold at the pharmacy. An RxCompass Care Navigator is alerted and will contact you to discuss your potential savings and next steps. If you prefer, you may call RxCompass at 833-652-8379 to speak with a Care Navigator and begin the process.

What does working with a Care Navigator look like?

An RxCompass Care Navigator is assigned to you to guide you through the process of obtaining your prescription at the lowest possible cost. Care Navigators can communicate with you securely via phone call, text, and email. Care Navigators will engage with you to explain the best option for securing your prescription, the potential savings, and work alongside you until the prescription is secured.

Can I be given a 90-day supply of my prescription?

Through RxCompass, you may be able to order up to a 90-day supply of medication. This is dependent on a written prescription from your physician, which determines the amount of medication (up to a 90-day supply) that is dispensed.

What are the RxCompass hours of operation?

The hours of operation are Monday – Friday from 8am to 7pm CST and Saturday from 10am to 6pm CST.

*You may be required to meet a portion or all of your pharmacy deductible as part of the RxCompass program.



What can you expect with RxCompass?

Watch our video.

