

August 2023

## Member FAQs

# Southern Scripts Has a New Name: Liviniti

### **Do I need to take any action as a plan member because of the name change?**

No.

### **Will the name change affect my benefits?**

No. Nothing related to your benefits is changing. This means your coverage, prior authorizations, formulary, and how you fill your medications remain exactly the same.

### **Will I need to get new prescriptions because of the name change?**

No, you will continue to fill your prescriptions the same way.

### **Will I receive a new pharmacy ID card?**

No. Group and member numbers, as well as the BIN/PCN numbers that are included on your pharmacy card for claims processing remain the same. Your current ID card will continue to work into the future.

### **Will there be a change in the phone number that I use for pharmacy member services?**

No, there is no change to the phone number you use to contact member services.

### **Will there be a change in the email that I use for pharmacy member services?**

Our member support email address has been updated to: [support@liviniti.com](mailto:support@liviniti.com). However, sending a message to [support@southernscripts.net](mailto:support@southernscripts.net) will still reach our service team.

### **Will this change impact how I access the member portal or mobile app?**

The member portal and mobile app will have a new look, but the functionality remains the same. Only the colors, logo and name will have changed. If you have registered for the member portal, there is no need to create a new account.

### **What exactly is changing with the transition from Southern Scripts to Liviniti?**

You will see and hear this new name on your pharmacy plan communications and materials, in our call center, on your member portal and mobile app, and in other places.

### **Why do I still see references to Southern Scripts on some materials?**

As of September 13, 2023, most communications will reflect the new name, Liviniti. There may be rare instances that the name Southern Scripts will still be seen.

### **Will the name change affect the pages I visit on southernscripts.net?**

Yes. When you visit southernscripts.net and select “Members” you will be redirected to a new member resource page on Liviniti.com. If you have bookmarked any pages on southernscripts.net, you will want to update those bookmarks to the new member pages on Liviniti.com for the smoothest experience.

### **Who may I contact with any questions about this change?**

Our Liviniti member services representatives are always happy to answer your questions 24/7/365. Just call the number on your pharmacy ID card for assistance.

### **Why is Southern Scripts changing its name to Liviniti?**

Today, our company provides pharmacy services to members across the country and after 12 years in business, we felt the time was right for a new name that reflects our national scope. Medications are a powerful tool in maintaining your best possible health. Liviniti believes this new name acknowledges the infinite power of medication to improve lives.