



## What is an exception?

An exception is a type of initial determination (also called a “coverage determination”) involving a Part D drug. You or your doctor may ask us to make an exception to our Part D coverage rules in a number of situations.

- You may ask us to cover your Part D drug even if it is not on our formulary. Excluded drugs cannot be covered by a Part D plan unless coverage is through an enhanced plan that covers those excluded drugs.
- You may ask us to waive coverage restrictions or limits on your Part D drug. For example, for certain Part D drugs, we limit the amount of the drug that we will cover. If your Part D drug has a quantity limit, you may ask us to waive the limit and cover more. See your Evidence of Coverage to learn more about our additional coverage restrictions or limits on certain drugs.
- You may ask us to provide a higher level of coverage for your Part D drug. If your Part D drug is contained in our non-preferred brand tier, you may ask us to cover it at the cost-sharing amount that applies to drugs in the preferred brand tier instead. This would lower the co-payment amount you must pay for your Part D drug. Please note, if we grant your request to cover a Part D drug that is not on our formulary, you may not ask us to provide a higher level of coverage for the drug. Also, you may not ask us to provide a higher level of coverage for Part D drugs that are in the Specialty tier.

Generally, we will only approve your request for an exception if the alternative Part D drugs included on the Plan formulary or the Part D drug in the preferred tier would not be as effective in treating your condition and/or would cause you to have adverse medical effects.

**Your doctor must submit a statement supporting your exception request. In order to help us make a decision more quickly, the supporting medical information from your doctor should be sent to us with the exception request.**

If we approve your exception request, our approval is valid for the remainder of the Plan year, so long as your doctor continues to prescribe the Part D drug for you and it continues to be safe for treating your condition. If we deny your exception request, you may appeal our decision.

*A Medicare Advantage organization with a Medicare contract*

**Note: If we approve your exception request for a Part D non-formulary drug, you cannot request an exception to the co-payment or coinsurance amount we require you to pay for the drug.**

You may call us at the phone number shown under **Part D Coverage Determinations** to ask for any of these requests.

**Part D Coverage Determinations**

**CALL** 1-877-684-0014 Calls to this number are free.

**TTY/TDD** 1-866-763-9630 This number requires special telephone equipment. Calls to this number are free.

**FAX** 1-866-250-5178

**WRITE** EnvisionRxOptions  
Attn: Coverage Determinations Dept.  
2181 East Aurora Road  
Twinsburg, OH 44087