

Process: Non-Formulary Drugs and Step Therapy Exceptions

Purpose To describe the process for requesting an exception for clinically appropriate prescription medications not covered under the Wellfleet Rx Student Formulary or that have step therapy requirements prior to receiving the requested medication. Some states may have state-specific process documents. If this is the case, they will be indicated here:
<https://wellfleetstudent.com/forms/>

Definitions

- Formulary: A list of medications or products that may be covered under the prescription drug benefit.
- Non-Formulary Exception: A request to obtain a medication that is excluded from the Formulary.
- Step Therapy Exception: A request to obtain a medication that would normally require other medications to be attempted prior to coverage.

Effective date 5/1/2019

Initiating an Exception An insured, insured's designee, or the prescriber may initiate a Non-Formulary Exception or Step Therapy Exception by contacting the phone number or completing the form below:

PBM	Phone Number	Faxable Exception Request Form Location
Wellfleet Rx/ESI	877-640-7948	Wellfleet Rx/ESI Form - Using link for 'Prior Authorization Request Form' in second paragraph

For any issues or concerns related to this process, Wellfleet may be contacted directly at (877) 657-5030.

Certain states may also require state-specific forms to be utilized when initiating a Non- Formulary Exception or Step Therapy Exception. These forms can be found by clicking on '[State-Specific PA Forms](#)' in the third paragraph.

Turnaround Times

- Standard reviews are completed within 72 hours, except where state law or regulation requires a shorter determination window.
- Expedited reviews are completed within 24 hours, except where state law or regulation requires a shorter determination window.

**Reasons PBM
May Allow an
Exception**

- The coverage criteria for exceptions may be requested from the PBM when initiating a Non-Formulary Exception or Step Therapy Exception.
- See the guidelines entitled 'Non-Formulary Drug Exceptions' and 'Step Therapy (ST) Exception Guidelines' contained within Prior Authorization guidelines on www.wellfleetrx.com/formularies.

**Adverse
Determinations
and Appeals**

If a Non-Formulary Exception or Step Therapy Exception is denied, the adverse determination notification letter to the insured and prescriber will include the reason for denial as well as a description of the appeals process.

**Step Therapy
Criteria
Selection
Process**

Review of the Formulary, including any limitations, such as prior authorization, quantity limits, step therapy, clinical management programs or exclusions, is consistent with up-to-date evidence-based outcomes and current published, peer-reviewed medical and pharmaceutical literature. Drugs included in the Step Therapy program are considered therapeutic alternatives to each other for their respective step therapy group. Therapeutic alternatives (drug protocols with different chemical structures that are the same therapeutic or pharmacological class, and usually can be expected to have similar outcomes and adverse reaction profiles when administered in therapeutically equivalent doses) are determined from FDA approved product information and pharmaceutical compendia sources. Exceptions for indications or uses are noted in the respective clinical criteria.