

Title: Pharmacy – Step Therapy Protocol Development

Policy Number: CL.PH.BEN.020

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4. What to do if medication is part of step therapy protocol

- a. If you are prescribed a medication that requires step therapy, you can ask your prescriber if another medication that is not under a step therapy protocol might be a good option for you.
- b. If you or your prescriber believe that you meet the step therapy protocol requirements or believe there are clinical reasons not to apply the protocol, you or your prescriber can request an exception to step therapy.
- c. Examples of situations where an exception to step therapy may be appropriate include:
 - i. Previous failure of the drug required under the step therapy protocol
 - ii. Prior coverage of the drug requiring step therapy under a previous insurance policy or plan.

5. Exception to step therapy process

- a. Exception to step therapy may be initiated by yourself or by your provider.
 - i. You may initiate the step therapy/prior authorization process by contacting GHC-SCW Pharmacy Administration at (608) 828-4811. The Pharmacy Administration team will record your request, contact your provider and send them the correct documents to complete.
 - ii. Your provider may initiate the step therapy/prior authorization process by contacting GHC-SCW Pharmacy Administration at (608) 828-4811. Your provider may also directly access the documents electronically via the Navitus or Magellan Provider portals and following the instructions provided on the portal.
 1. Navitus Provider Portal: <https://prescribers.navitus.com/>
 2. Magellan Provider Portal: ih.magellanrx.com

6. Appeal process for denial of exception to step therapy

- a. If a request for exception to step therapy is denied, you have the right to appeal the decision.
- b. Instructions for filing an appeal will be sent both to you and to the provider who made the exception to step therapy request if the request is denied.
- c. The instructions include the processes for expedited reviews in urgent situations.