

Requesting a step therapy exemption

Your request for a prescription drug may require certain utilization management (UM) criteria or rules to be reviewed prior to coverage. These rules may include step therapy protocols. If your medication requires step therapy and your prescriber determines following the step therapy protocol is not appropriate for you, they may request an exemption to the step therapy protocol. To request an exemption to the step therapy protocol, your provider can complete and submit the Florida Step therapy Exemption Request form, which is available to download on the CVS Caremark website.

Once the request is received, CVS Caremark will review the information submitted by your provider and determine if your request meets the requirements for an exemption.

Step therapy protocol exemption processing time

Urgent step therapy protocol exemption: Within 72 hours from receipt of all clinical information

Non-urgent step therapy protocol exemption: Within 15 days from receipt of request.

If approved, you will receive a written notification which includes the drug name and timeframe of approval.

If your protocol exemption is denied, you will receive written notification which includes the reason and rationale for the denial and how to appeal the adverse determination.

Requesting an appeal for a step therapy protocol exemption denial

You have a right to appeal any decision not to provide coverage or pay for an item or service.

Your appeal should include a copy of the letter received and any documents that will support your appeal.

The fax number and mailing address to send all documents will be in the letter of determination.

Step therapy protocol exemption processing time

Urgent step therapy protocol exemption appeal: Within 72 hours from time of receipt of appeal request.

Non-urgent step therapy protocol exemption appeal: Within 15 days after your request is received if your plan has two levels of internal appeal or 30 days if your plan has only one level of internal appeal