11. PHARMACY

A. Formulary Management

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. The IEHP Pharmacy and Therapeutics (P&T) Subcommittee makes decisions regarding which medications are included on the Formulary. The P&T Subcommittee evaluates the clinical use of drugs, develops policies for managing drug use and drug administration, and manages the formulary system.

B. The P&T Subcommittee objectively appraises, evaluates, and selects pharmaceutical products for formulary inclusion and exclusion. This is an ongoing process to ensure the optimal use of therapeutic agents. Products are evaluated based on efficacy, safety, ease of use, and cost.

C. The IEHP P&T Subcommittee recommends disease state management or treatment guidelines for specific diseases or conditions. These guidelines are a recommended series of actions, including drug therapies, concerning specific clinical conditions.

D. IEHP educates its Providers and Members about the Formulary.

PROCEDURES:

A. Factors related to optimal pharmacotherapy and considered in formulary deliberations include:

1. Pharmacologic considerations (e.g., drug class, similarity to existing drugs, side effect profile, mechanism of action, therapeutic indication, drug-drug interaction potential, and clinical advantages over other products in the specific drug class);

2. Unlabeled uses and their appropriateness;

3. Bioavailability data;

4. Pharmacokinetic data;

5. Dosage ranges by route and age;

6. Risks versus benefits regarding clinical efficacy and safety of a particular drug relative to other drugs with the same indication;

7. Patient risk factors relative to contraindications, warnings and precautions;

8. Special monitoring or drug administration requirements;

9. Cost comparisons against other drugs available to treat the same medical condition(s);

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1 Medicare Prescription Drug Benefit Manual, “Chapter 6 - Part D Drugs and Formulary Requirements,” Section 30.1.5

2 Title 42, Code of Federal Regulations (CFR) § 42.120(b)(7).
11. PHARMACY

A. Formulary Management

10. Pharmacoeconomic data; and
11. Strength of scientific evidence and standards of practice (assessing peer-reviewed medical literature, pharmacoeconomic studies, outcome research data, and other such information as it determines appropriate).

B. The P&T Subcommittee meets quarterly or as needed to update the Formulary by reviewing:
   1. Medical literature including clinical trials;
   2. Relevant findings of government agencies, medical and pharmaceutical associations, National Institutes of Health, and regulatory body publications;
   3. Relevant patient utilization and experience;
   4. Current therapeutic guidelines and the need for revised or new guidelines;
   5. IEHP Provider and Practitioner recommendations for addition or deletion of drugs to the Formulary; and
   6. The top ten (10) therapeutic classes and top ten (10) medications that were submitted for prior authorization. IEHP P&T Subcommittee determines if any of the medications or criteria need modifications to improve access, quality and safety of pharmaceutical care.

C. IEHP shall include all or substantially all drugs in the immunosuppressant (for prophylaxis of organ transplant rejection), antidepressant, antipsychotic, anticonvulsant, antiretroviral, and antineoplastic classes. “Substantially all” in this context means that all drugs and unique dosage forms in these categories are expected to be included in sponsor formularies, with the following exceptions:
   1. Multi-source brands of the identical molecular structure;
   2. Extended release products when the immediate-release product is included;
   3. Products that have the same active ingredient or moiety; and
   4. Dosage forms that do not provide a unique route of administration (e.g., tablets and capsules versus tablets and transdermals).

D. In cases where generic (multi-source) drugs become available and the cost is comparable to similar Formulary drugs within the same class (plus or minus 10%), IEHP Clinical Pharmaceutical Services staff may approve the drug to be added to the IEHP Formulary. The following policy and procedure will be followed:
   1. A generic drug that is cost neutral when comparing to another Formulary agent in the same class (plus or minus 10%);
   2. The drug was not voted off the Formulary previously because of drug safety concerns; and

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11. PHARMACY

A. Formulary Management

3. The added generic drug will be reported back to the next P&T Subcommittee meeting.

E. The P&T Subcommittee reviews newly approved biosimilars as these are not interchangeable with the reference biological product.

F. The IEHP Formulary and Treatment Guide is available on the IEHP website. A printed version of the IEHP Formulary and Treatment Guide is available upon request. The IEHP Formulary and Treatment Guide is published in a booklet format annually and mailed to Providers.

G. Prior to removing a drug, IEHP submits the Formulary file to CMS for approval. IEHP also provides direct written notice to affected Members at least thirty (30) days prior to the effective date of the change; or may provide the Members with a thirty (30) day supply of the drugs under the same term as previously allowed and provide written notice of the Formulary change (See Attachments, “Notice of Formulary Change – English” and “Notice of Formulary Change – Spanish” in Section 11”. The written notice shall contain the following information:

1. The name of the affected covered Part D Drug;
2. Describe the change of the Formulary status;
3. The reason for the change;
4. Alternative drugs in the same therapeutic category or class; and
5. The means by which Members may obtain a Coverage Determination or exception.

H. The following CMS excluded drugs may be covered under the IEHP DualChoice Cal MediConnect Plan (Medicare - Medicaid Plan) expanded formulary:

1. Over-the-Counter Drugs;
2. Drugs to treat anorexia;
3. Weight loss agents;
4. Agents that are used for the symptomatic relief of cough and cold; and
5. Prescription vitamins and mineral products (except prenatal vitamins and fluoride).

I. CMS may permit to account for new therapeutic uses and newly approved Part D drugs. IEHP shall not change the therapeutic categories and classes in a formulary other than at the beginning of each plan year.

J. IEHP shall not make any changes in the preferred or tiered cost-sharing status, nor remove a drug from the Formulary between the beginning of the annual coordinated election period and the end of the contract year. When necessary, between annual publications, IEHP notifies its Providers in writing about the Formulary additions, deletions, and modifications to policies and procedures. Monthly Formulary updates are posted online on the IEHP Provider website.
11. PHARMACY

A. Formulary Management

K. Requests for Formulary additions should be submitted in writing to the IEHP Pharmaceutical Services Staff for placement on the agenda for the next P&T Subcommittee meeting (see Attachment “Request for Addition or Deletion of a Drug to the Formulary” in Section 11).

L. All new IEHP Providers and pharmacists are informed, as part of their orientation materials, that formulary information is posted online on the IEHP Provider website.

M. On an annual basis, IEHP notifies the Members regarding the Formulary update schedule through the Member Newsletter. Members may also access the IEHP Website to obtain the latest Formulary changes.

N. To ensure accuracy of claims adjudication and benefit logics (i.e. transition logics) at Point-Of-Sales (POS), IEHP conducts daily claims rejection review. The rejection review identifies any discrepancies or outliers by comparing CMS-approved formulary submission, patients’ enrollment status, claims submission condition and submitted claims information. All discrepancies shall be addressed immediately to minimize impact on Members.
11. PHARMACY

B. Exception Requests for Formulary and Non-Formulary Drugs

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. All formulary and non-formulary medication exception requests do require the submission of a Coverage Determination (CD). CDs may be submitted on the Coverage Determination Model Form or the Prescription Drug Prior Authorization or Step Therapy Exception Request Form (See Attachments, “Coverage Determination Form – Provider and Member – English,” “Coverage Determination Form – Provider and Member – Spanish,” and “Prescription Drug Prior Authorization or Step Therapy Exception Request Form” in Section 11); however, a specific form is not required. The CD requests can be submitted to IEHP via the secure IEHP Provider portal, faxed to IEHP Pharmaceutical Services at (909) 890-2058, by phone at (877) 273-IEHP (4347)/TTY (800) 718-4347, or by mail at:

Inland Empire Health Plan (IEHP)
Attn: Pharmacy Department
P.O. Box 1800
Rancho Cucamonga CA, 91729-1800

B. A Member, the Member’s appointed representative, or the prescribing physician (on behalf of the Member) may file an Exception Request. A Member or the Member’s appointed representative may file an Exception Request by contacting IEHP Member Services Department at (877)273-IEHP(4347)/TTY (800)718-4347 (See Attachments, “Appointment of Representative - CMS Form 1696– English” and “Appointment of Representative – CMS Form 1696 - Spanish” in Section 11). A prescribing physician may file an Exception Request by contacting IEHP Pharmaceutical Services Department at (909) 890-2049. An Exception Request can also be sent via mail to P.O. Box 1800, Rancho Cucamonga, CA 91729-1800.

C. IEHP provides coverage of Part B drugs and Durable Medical Equipment (DME) (through IEHP for directly contracted Providers or Delegated IPA) for IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid) Plan Members. IEHP provides Medicare Part B drugs and DME coverage equivalent to the Original Medicare Coverage Decisions (National Coverage Decision – NCDs or Local Coverage Decision – LCDs).

D. IEHP operates a toll-free call center to respond to Providers with information related to Exception Requests, Prior Authorizations (PA), Coverage Determinations, and Redeterminations (Appeals) requests. The call center operates during normal business hours (8:00 a.m. to 6:00 p.m., Monday through Friday). For after-hour requests for Coverage Determination/Exception, Providers may call IEHP (909) 890-1297 and leave a secured voice message.

E. A prescribing physician must provide an oral or written supporting statement that the requested prescription drug is medically necessary to treat the Member’s disease or medical condition when:
11. PHARMACY

B. Exception Requests for Formulary and Non-Formulary Drugs

1. All of the covered Part D drugs on IEHP Formulary for treatment for the same condition either would not be as effective for the Member as the non-formulary drug, could have adverse effects for the Member, or both.

2. A Member or Member’s prescribing physician or other prescriber is asking IEHP to waive a prior authorization or other utilization management (UM) requirement (e.g., a physician or other prescriber indicates that a Member would suffer adverse effects if he or she were required to satisfy the prior authorization requirement). The individual asking for an exception and the prescribing physician, or other prescriber, must submit a statement to support the request. **Note:** Under 42 CFR §423.578(c)(4)(iii), a Member is prohibited from requesting a tiering exception for a non-formulary drug approved under the formulary exception process.

F. All CD and Exception Requests should contain information that supports the medical necessity of a non-formulary drug that does not meet criteria. In addition, all CD forms should include previous successful or failed therapies, any allergies, or any other clinical condition when applicable.

G. If an oral supporting statement is provided by the Physician, IEHP may require the Physician to subsequently provide a written supporting statement describing the following:

1. The requested non-formulary prescription drug is medically necessary to treat the Member's disease or medical condition because all of the covered Part D drugs on any tier of a plan's formulary for treatment of the same condition would have adverse effects for the Member; or would not be as effective for the Member as the non-formulary drug, which could also have adverse effects for the Member;

2. The prescription drug alternative(s) listed on the formulary that are required to be used in accordance with Step Therapy requirements have been ineffective in the treatment of the Member's disease or medical condition or, based on both sound clinical and medical evidence and the known relevant physical or mental characteristics of the Member and known characteristics of the drug regimen, is likely to be ineffective or adversely affect the drug's effectiveness or patient’s compliance; or has caused or based on sound clinical and medical evidence, is likely to cause an adverse reaction or other harm to the Member; and

3. The number of doses that is available under a dose restriction for the prescription drug has been ineffective in the treatment of the Member's disease or medical condition or, based on both sound clinical and medical evidence and the known relevant physical or mental characteristics of the Member and known characteristics of the drug regimen, is likely to be ineffective or adversely affect the drug's effectiveness or patient compliance.

H. The Exceptions criteria include, but are not limited to:

1. A description of the criteria IEHP (as determined by the IEHP Pharmacy & Therapeutics Subcommittee) uses to evaluate a determination made by the Member's prescribing physician or other prescriber;
11. PHARMACY

B. Exception Requests for Formulary and Non-Formulary Drugs

2. Consideration of whether the requested Part D drug that is the subject of the Exception Request is the therapeutic equivalent;

3. Consideration of the number of drugs on the plan's formulary that are in the same class and category as the requested prescription drug that is the subject of the Exception Request; and

4. A process for gathering and comparing applicable medical and scientific evidence on the safety and effectiveness of the requested non-formulary drug with the formulary drug for the Member, including safety information generated by an authoritative government body such as the United States Food and Drug Administration (FDA).

I. All requests are reviewed and acted on in accordance with the timeframes set forth by the Centers for Medicare & Medicaid Services (CMS). If the prescribing Physician’s supporting statement is not received with initial submission, expedited Exception Requests will stay open a minimum of forty-eight (48) hours and a maximum of five (5) calendar days, while standard Exception Requests will stay open a minimum of ninety-six (96) hours and a maximum of ten (10) calendar days after the initial submission to allow Prescribers adequate time to submit documentation to IEHP.

J. If IEHP fails to make a decision on an Exception Request and/or provide notice of the decision within the timeframe required by CMS, and the failure constitutes an adverse decision, IEHP must forward the request to the Independent Review Entity (IRE) within twenty-four (24) hours of the expiration of the adjudication timeframe.

K. If IEHP approves the Exception Request, IEHP may not require the Member to request another Exception Request to continue using the same Part D prescription drug after the refills for the initial prescription are exhausted, as long as the following occurs:

1. The Member’s prescribing physician continues to prescribe the drug by giving approval for a refill or writing a new prescription;

2. The drug continues to be considered safe for treating the disease or medical condition; and

3. The enrollment period has not expired. If the Member renews his or her membership after the plan year, IEHP may choose to continue coverage into the subsequent plan year.

L. The Member, Member’s appointed representative, the prescribing physician, or other prescriber may request a redetermination if the Member has received an adverse decision on an Exception Request.

M. Updated information regarding formulary status, utilization restrictions, and clinical criteria/guidelines are posted to the web via IEHP website (www.iehp.org) available to Providers and Members through their respective access portals.
11. PHARMACY

B. Exception Requests for Formulary and Non-Formulary Drugs

PROCEDURES:

A. A Member, a Member’s appointed representative, or a prescribing physician may request an Exception under the following circumstances:
   1. The Member’s physician prescribed a formulary drug that does not meet prior authorization criteria; or
   2. A non-formulary drug for the Member that the physician believes is medically necessary.

B. IEHP supplies all Providers with the Coverage Determination Request (CD) or the Prescription Drug Prior Authorization and Step Therapy Exception (RxPA) Request form along with the instructions for its use (See Attachments “Coverage Determination – Provider and Member – English,” “Coverage Determination – Provider and Member – Spanish” and “Prescription Drug Prior Auth or Step Therapy Exception Request Form” in Section 11”).

C. All CD or RxPA Requests should contain information that supports the medical necessity of a non-formulary drug. In addition, all forms should include previous successful or failed therapies, any allergies, or any other clinical condition when applicable.

D. IEHP grants an exception to a Member’s request for a non-formulary drug if any the following IEHP clinical review criteria are met:
   1. The requested drug is FDA-approved;
   2. All of the covered Part D drugs on any tier of the plan's formulary for treatment for the same condition would not be as effective for the Member as the non-formulary drug, would have adverse effects for the Member, or both;
   3. Based on both sound clinical evidence and medical and scientific evidence and the known relevant physical or mental characteristics of the Member and known characteristics of the drug regimen, is likely to be ineffective or adversely affect the drug's effectiveness or patient compliance; or
   4. Has caused or based on sound clinical evidence and medical and scientific evidence, is likely to cause an adverse reaction or other harm to the Member.

E. Timeframe for Exception Request:
   1. Timeframe for standard Exception Request: seventy-two (72) hours starting with receipt of supporting information from the Prescriber.
   2. Timeframe for expedited Exception Request: twenty-four (24) hours starting with receipt of supporting information from the Prescriber.

F. If a Member or physician requests expedited Exception Request through IEHP after hours, the IEHP Clinical Pharmaceutical Services team will respond to the request within twenty-four (24) hours if the Physician’s supporting statement is received or if IEHP determines that the Member’s life or health will be seriously jeopardized by waiting for a standard decision.
B. Exception Requests for Formulary and Non-Formulary Drugs

G. If IEHP denies a drug benefit, in whole or in part, a denial letter (See Attachments, “Denial Letter – IEHP DualChoice – English,” “Denial Letter – IEHP DualChoice - Spanish,” “Notice of Redetermination – English,” and “Notice of Redetermination – Spanish” in Section 11) shall be issued to both the Member and the prescribing Physician. The denial letter shall include the following information:

1. Approved notice language in a readable and understandable form;
2. The specific reason for the denial that considers the Member’s presenting medical condition, disabilities, and special language requirements, if any;
3. Criteria used in the review process;
4. Procedures for obtaining additional information about criteria used in the review process; and
5. Information on the Member’s right to a Redetermination:
   a. If IEHP denies drug coverage, the notice shall describe both the standard and expedited Redetermination processes, including the Member’s right to, and conditions for, obtaining an expedited Redetermination and the Appeals process.
   b. If IEHP denies payment, the notice shall describe the standard Redetermination process and the Appeals process.
   c. Other notice requirements as specified by the Centers for Medicare & Medicaid Services (CMS).

H. IEHP Pharmaceutical Services staff reviews individual medication requests. The staff thoroughly surveys the Member’s existing medication regimen, previous successful or failed therapies, any allergies, or any other clinical condition, when applicable; and then from the information obtained referencing the established criteria, the request is either approved, pended, withdrawn, or denied.

1. Approved: Cases are approved for a twelve (12) month time span (or specific timeframe as dictated by the CMS-approved prior authorization criteria) which will allow for adjudication at Member’s Pharmacy. An approval code is entered into the claims processing system to allow the claim to adjudicate online for the span of the approval period (at least through the end of their benefit period). An approval notice will be provided to the Provider and the Member.

2. Pended: There is insufficient information to make a judgment as to the appropriateness of the request. The adjudication timeframe does not begin until the plan receives the prescribing Physician’s supporting statement. IEHP may deny the request if no supporting statement is received within twenty-four (24) hours after the expiration of the timeframe that IEHP would have had to make a determination if the CD did not involve an Exception Request. Exception Requests may stay open for a maximum of five (5) calendar days for expedited cases and ten (10) calendar days for standard cases after the initial submission to allow Prescribers adequate time to submit documentation to IEHP.
11. PHARMACY

B. Exception Requests for Formulary and Non-Formulary Drugs

3. **Withdrawn:** The Exception Request is asked to be withdrawn by the submitter: the Member, Member’s Appointed Representative, or prescribing physician.

4. **Denied:** Documentation provided did not meet approval guidelines. A denial notification will be provided to the Provider and the Member (See Attachments, “Denial Letter – IEHP DualChoice – English,” “Denial Letter – IEHP DualChoice - Spanish,” “Notice of Redetermination – English,” and “Notice of Redetermination – Spanish” in Section 11).

I. Prior to denying a request, the IEHP Pharmaceutical Services staff consults with the prescribing Physician to offer an alternative pharmacotherapeutic regimen, and to discuss the specific reason for the denial. If unable to reach, a message is left for the prescribing physician and attempts to contact are documented in the medical management system.

J. The IEHP Pharmaceutical Services staff discusses the requests that are found to be medically unjustifiable with the Clinical Pharmacist prior to denying them. The IEHP Clinical Pharmacist reviews and signs all denials. In addition, denials due to lack of medical documentation are reviewed with the IEHP Medical Directors prior to denial.

K. The IEHP Clinical Pharmacist consults with the appropriate Specialists as part of the decision-making process for requests involving unusual or clinically complicated conditions. If unable to reach, a message is left for the Specialists and attempts to contact are documented in the medical management system.

L. In the event that timely completion of the written CD or RxPA Request Form by the provider is not possible, the IEHP Clinical Pharmaceutical Services staff authorizes the request over the telephone and documents the information into the medical management system.

M. The final authority for obtaining medications not included in the IEHP formulary rests with IEHP’s Chief Medical Officer. IEHP’s Chief Medical Officer is responsible for ensuring the clinical accuracy of all Part D Exception requests and Redeterminations involving medical necessity. All documents and written materials are forwarded to the Chief Medical Officer for review if an appeal is filed by the prescribing Physician, IPA, Pharmacist, Member, or Member’s appointed representative.
11. PHARMACY

B. Exception Requests for Formulary and Non-Formulary Drugs

REFERENCES:

A. Title 42, Code of Federal Regulation CFR §423.578.
C. Medicare Managed Care Manual, “Part C & D Enrollee Grievances, Organization/Coverage Determinations and Appeals Guidance”.
11. PHARMACY

C. Medication Handling Requirements at PCP Sites

APPLIES TO:

A. This policy applies to all Primary Care Physicians (PCPs) who treat IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. IEHP requires that the staff at any PCP site dispensing medication follow all applicable policies and procedures. The PCP is responsible for monitoring and tracking all dispensing of medications.

PURPOSE:

A. To ensure proper handling and storage of medications at PCP offices.
B. To ensure that all applicable statutory or regulatory standards regarding medication handling and storage are followed and maintained at the PCP offices.

PROCEDURES:

A. All stock and sample drugs must be checked monthly for their expiration dates.
B. A Physician who dispenses drugs must store all drugs to be dispensed in an area that is secure (Bus. & Prof. Code § 4172).
   1. A secure area must be a locked storage area within the Physician’s office.
   2. The area must be secure at all times.
   3. The keys to the locked storage area must be available only to staff authorized by the Physician.
C. All records for dispensing of medications must be open to inspection at all times during business hours by authorized officers and must be preserved for at least three (3) years.
D. Storage areas must meet the following requirements:
   1. Drug storage areas must be neat and clean.
   2. All medications must be properly labeled with an expiration date and lot number (Bus. & Prof § 4076).
   3. Oral and injectable medications must be stored separately from medications intended for external use.
   4. All medications must be stored in a locked cabinet with access only by authorized persons.
11. PHARMACY

C. Medication Handling Requirements at PCP Sites

E. Physicians dispensing medications to Members in their offices must meet the following requirements (Bus. & Prof. Code, §§ 4170, 4172 and Cal. Code Regs., tit. 16, § 1356.3):

1. The medication is dispensed to the Physician’s own patient and the drugs are not furnished by a nurse or attendant, unless registered nurse is functioning pursuant to Section 2725.1.
2. The medications are necessary in the treatment of the condition for which the Physician is attending the patient.
3. Physicians must record the disposition of medications and keep these records for at least three (3) years.

F. Any medication stored in a refrigerator must be completely separate from food or other items in the refrigerator. This can be accomplished by having a separate refrigerator for medications, or by storing medications in a separate container within the refrigerator.

G. The temperature of a refrigerator must be maintained at 35° F to 46° F.

H. The temperature of a freezer must be maintained at -58° F to -57° F.

I. Physicians must follow the storage and handling guidance as described by the Centers for Disease Control and Prevention (CDC).

J. Daily temperature logs for freezers and refrigerators must be maintained.

K. Needles and syringes must be kept in locked secure cabinets.

L. All medications are considered good through the manufacturer’s expiration date; however, physician offices must consider the integrity of the vial and its effects on the potency and/or sterility of the medication before each use.

M. Compliance with IEHP medication handling requirements is monitored during Department of Health Care Services (DHCS) required facility reviews, as described in Policy 6A, “Facility Site Review and Medical Records Review Survey Requirements and Monitoring”.

REFERENCES:

A. Business and Professions Code §§ 2725.1, 4076, 4170 and 4172.

B. Title 16, California Code of Regulations § 1356.3.
11. PHARMACY

D. Claims for Drugs Prescribed or Dispensed by Sanctioned, Excluded and Precluded Providers

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. IEHP’s contracted Pharmacy Benefit Manager (PBM) will utilize the reference file from the Office of Inspector General (OIG) monthly updates to ensure the PBM claim system is updated to block claims submitted by sanctioned, excluded and precluded providers.

B. IEHP’s contracted PBM will reference the State Board licensing department to confirm the provider’s licensure and to receive notices of any actions related to termination, revocation or restriction of a Provider’s license to practice.

PROCEDURES:

A. IEHP’s contracted PBM will reference sanctioned, excluded and precluded data and make updates based on the Centers for Medicare & Medicaid Services (CMS) requirement described above. Once updated, all claims related to the sanctioned, excluded and precluded providers will be denied. A weekly report is generated and sent to IEHP. IEHP will generate letters to Members who appear on the report (See Attachments, “Part D Excluded Provider Letter – English” and “Part D Excluded Provider Letter - Spanish” in Section 11).

B. IEHP will monitor the State’s provider licensing department updates. Providers whose licenses are terminated, revoked, or suspended by the State of California are not eligible to write prescriptions for IEHP Members.

REFERENCES:

A. Coordinated Care Initiative (CCI) Three-Way Contract, Section 2.4, eff January 1, 2018.

B. Title 42, Code of Federal Regulations §422.224.


D. HPMS Memo, “Preclusion List Requirements Frequently Asked questions (FAQs)”, February 27, 2019.

11. PHARMACY

E. Pharmacy Access During a Federal Disaster or Other Public Health Emergency Declaration

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. IEHP monitors the Federal Emergency Management Agency (FEMA) for issuance of Presidential major disaster declarations and the Department of Health and Human Services (DHHS) website for public health emergency declarations.

B. IEHP will guarantee immediate refills of medications to any Members located in an “emergency area,” as defined by FEMA announcements.

PROCEDURES:

A. IEHP works in conjunction with the contracted Pharmacy Benefits Manager (PBM) to remove formulary restrictions and implement Formulary edits to allow full emergency access to medications for Members whose primary residence is located in the geographic area identified in the declarations, regardless of the location at which they are attempting to obtain a refill.

B. At the end of the emergency declaration, IEHP will re-implement the edits and continue to work closely with Members who are displaced or otherwise impacted by the disaster. An emergency declaration ceases to exist when DHHS announces that the public health emergency no longer exists or upon the expiration of the ninety (90) day period beginning from the initial declaration; or when FEMA announces the closure of Presidential disaster declarations.
### 11. PHARMACY

#### F. Coverage Determination - Part B vs. D Determination

**APPLIES TO:**

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

**POLICY:**

A. IEHP complies with Centers for Medicare & Medicaid Services (CMS) regulations regarding the management, evaluation and clinical processing of prior authorization for medications covered under Medicare Part B for which a request is received with the intent to be covered under Part D Benefit (Part B vs. D drugs).

B. All IEHP procedures are designed to guarantee adequate coverage that is compliant with CMS directives and ensure that the health of the Member is not adversely affected by limitations imposed on specific drugs that the Member may need for their health and well-being.

**PROCEDURES:**

A. These procedures apply to the IEHP Clinical Pharmaceutical staff responsible for managing prior authorizations of medications that may be covered under Medicare Part B or D and determining B vs. D coverage.

B. It is the responsibility of IEHP’s Clinical Pharmacists to oversee the management of Coverage Determinations (CDs), including prior authorizations and requests for drugs subject to Part B vs. D prior authorization edits.

C. IEHP’s Medicare Pharmacy staff will manage all prior authorizations for Part B vs. D CDs as follows:

1. IEHP’s Medicare Clinical Pharmacists will rely upon information submitted by the Pharmacy or Prescriber on the Coverage Determination Form (CD) and medical information included with the prescription, if available, such as diagnosis information or the location where the medication is going to be administered (see Attachments, “Coverage Determination – Provider and Member – English” and “Coverage Determination – Provider and Member – Spanish” in Section 11).

2. IEHP’s Medicare Clinical Pharmacists may require the Pharmacy to share the information provided on the prescription to assist in the determination of Part B vs. D coverage. IEHP will make a B vs. D Coverage Determination based on CMS guidance.

D. Medications to be considered, and any additional parameters that must be taken into consideration to make a B vs. D Coverage Determination, are as follows:

1. **Durable Medical Equipment Supply Drugs – Infusion Drugs**
   a. Any agent administered in the home via intravenous (IV) drip or push injection would be covered under Medicare Part D.
   b. If the drug is administered using a CMS-approved infusion pump or meets durable...
11. PHARMACY

F. Coverage Determination - Part B vs. D Determination

medical equipment-maximum allowable cost (DME-MAC) Local Coverage Determination (LCD) criteria, it will be covered by Part B.

c. The exception to this rule is if the Member resides in a long-term care (LTC) facility and the drug is administered via an infusion pump, then the medication is covered under Part D.

2. Durable Medical Equipment Supply Drugs – Respiratory Drugs

a. Any agent administered in the home via a hand-held inhaler would be covered under Medicare Part D.

b. If the drug’s approved administration is through a nebulizer in the home, it will be covered by Part B.

c. The exception to this rule is if the Member resides in a LTC facility, and the drug is administered via a nebulizer, then the medication is covered under Part D.

3. Intravenous Immune Globulin (IVIG) provided in the home

a. For individuals whose diagnosis is primary immune deficiency disease, IVIG are covered by Part B.

b. Other indications as approved by IEHP’s Medicare Administrative Contractor (MAC) Part B carrier in its LCD will also be covered under Part D.

c. All other medically accepted indications are covered by the Part D.

4. Parenteral Nutrition

a. Part B coverage for parenteral nutrition is limited to individuals with a non-functioning digestive tract.

b. For all other medically accepted indications, coverage would be under Part D.

5. Anti-neoplastic Drugs – ORAL

a. Oral anti-neoplastics that have an IV formulation for the same indications are covered under Part B.

b. All other oral anti-neoplastic agents are covered under Part D.

6. Anti-emetic Drugs – ORAL

a. If a request for a Part B vs. D Coverage Determination is received, the Pharmacist will verify if the use is:

1) Related to cancer treatment;

2) A full replacement for intravenous administration; and

3) Being administered within forty-eight (48) hours of cancer treatment.

In such instances, the medication will be covered by Part B.
11. PHARMACY

F. Coverage Determination - Part B vs. D Determination

b. Aprepitant (Emend®) will be covered under Part B when it is given prior to, during or right after chemotherapy. Otherwise, the medication will be covered under Part D. Oral anti-emetic drugs dispensed for use after the forty-eight (48) hours period, or any oral anti-emetic prescribed for conditions other than treatment of the effects of cancer treatment, will be covered under Part D.

7. Immunosuppressant Drugs

a. If a request for prior authorization is received, the Pharmaceutical Services Specialist will verify with the Clinical Pharmacist whether the Member’s transplant was covered by Medicare. If the Member had a Medicare-covered transplant, the medication will be covered under Part B; otherwise, the medication will be covered under Part D.

8. Injectables

a. Coverage for B vs. D cannot generally be determined based solely on the drug itself. The IEHP Pharmaceutical Services staff will consider how the drug was “prescribed and dispensed or administered” with respect to the individual. The same drug may be covered under different circumstances either by IEHP’s Part D or Part B.

b. IEHP will cover Part D eligible injectable drugs not covered by Medicare Part B. Most of these are generally self-administered (e.g., Imitrex).

c. The fact that an injectable is covered under Part B if provided by and administered in a Physician’s office or Hospital outpatient setting does not mean IEHP can deny a claim from a Pharmacy solely based on availability of Part B coverage for drugs given in the Physician’s office. If, however, a Member submits an out-of-network claim for an injectable drug administered in-office from a Physician’s supply, and this drug is covered in that setting by the Part B contractor for that area, such a claim will be denied under Part D by IEHP based on Part B coverage requirements.

d. If the medication (including injectable) is being obtained at a retail pharmacy, it may be covered under Part D in accordance with the corresponding National Coverage Determination (NCD) or Local Coverage Determination (LCD). A Physician is administering the medication, he/she agrees to accept brown bagging of the medication and understands that the Member will obtain the medication from a Pharmacy and have it in their possession until the Member delivers the medication to the Physician office for administration.

9. Hemophilia Clotting Factors

a. Hemophilia clotting factors for hemophilia patients that are not competent to administer such factors to control bleeding without medical assistance, and items related to the administration of such factors, are covered under Part B.

b. Hemophilia clotting factors for hemophilia patients competent to use such factors to control bleeding without medical supervision, and items related to the administration of such factors, are covered under Part D.
11. PHARMACY

F. Coverage Determination - Part B vs. D Determination

10. Pneumococcal Vaccine
   a. All vaccines must be dispensed and administered in compliance with California state law.
   b. The vaccine and its administration to a Member are covered under Part B.

11. Hepatitis B Vaccine
   a. All vaccines must be dispensed and administered in compliance with California state law.
   b. The vaccine and its administration to a Member who is at high or intermediate risk of contracting Hepatitis B are covered under Part B.
   c. The vaccine prescribed to be administered prophylactically will be covered under Part D.

12. Influenza Vaccine
   a. All vaccines must be dispensed and administered in compliance with California state law.
   b. The vaccine and its administration to a Member are covered under Part B.

13. Antigens
   a. These formulations are usually prepared by a Physician (e.g., an allergist) for a specific patient. The Physician or Physician’s nurse generally administers these drugs in the Physician’s office. This would be covered under Part B.

14. Erythropoietin (EPO)
   a. For an end-stage renal disease (ESRD) patient undergoing dialysis in a facility the EPO claim must be submitted as part of their bundled payment, covered by Part B.
   b. For ESRD patients not receiving dialysis, the EPO prescription can be filled in the retail setting and covered under Part D.

E. Long Term Care (LTC) Accessibility

1. IEHP’s Medicare Clinical Pharmacists will approve coverage for medically necessary prescription drug treatments for Part D Members who reside in LTC facilities including dosage forms of drugs that are utilized in the LTC setting, such as unit dose products and liquid, chewable, and parenteral preparations.

2. IEHP will also cover these dosage forms for Part D Members under circumstances in which Part B coverage is not available.

F. Denials

1. If the decision is made by the Medicare Clinical Pharmacists that the medication will be covered under Medicare Part B, then the Part D claim is denied as a “Non-Covered Benefit denial” in the medical management system. A notification will be sent to the
11. PHARMACY

F. Coverage Determination - Part B vs. D Determination


2. If the decision is made by the Medicare Clinical Pharmacists that the medication will be covered under Medicare Part D, the decision will be documented in the medical management system and notification will be sent to the Provider and the Member regarding the decision.

G. IEHP applies beneficiary-level prior authorization requirements on four (4) categories of drugs that are always used for ESRD treatment (access management, anemia management, bone and mineral metabolism, cellular management). These four (4) drug categories are determined by CMS and do not include other drug categories, unless otherwise stated by CMS. If it is determined through routine utilization review or otherwise that a renal dialysis service drug has been inappropriately billed to Part D, IEHP and the ESRD facility will negotiate repayment.

REFERENCES:


B. HPMS Memo, “Two Updates Pertaining to End-Stage Renal Disease (ESRD)-Related Drugs,” 5/12/2015.

C. HPMS Memo, “Part D Payment for Drugs for Beneficiaries Receiving Renal Dialysis Services” 11/14/2014.

D. Medicare Managed Care Manual, “Part C &D Enrollee Grievances, Organization/ Coverage Determinations, and Appeals Guidance”.

11. PHARMACY

G. Coverage Determination

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. IEHP ensures timely Coverage Determinations (CD) are made in accordance with the terms and conditions of this policy, in addition to regulatory requirements.

B. Requests that are attempting to satisfy a prior authorization requirement or to demonstrate that the Member has met prior authorization requirements associated with a Formulary drug or utilization management criteria, such as quantity limit or step therapy, may be submitted by using the Coverage Determination Form (See Attachments, “Coverage Determination Form – Provider & Member – English” in Section 11).

   1. A Member, Member’s appointed representative, or prescribing Physician may file a Coverage Determination request by contacting IEHP Member Services Department at (877) 273-IEHP (4347)/TTY (800) 718-4347 during normal business hours (8:00 a.m. to 8:00 p.m. Monday through Friday). For all general inquiries after-hours, Providers may contact IEHP’s After Hours Nurse Advice Line at (866) 223-4347.

   2. A prescribing Physician may submit a request for a Coverage Determination to IEHP by phone at (909) 890-2049 or (888) 860-1297, by mail to IEHP at P.O. Box 1800, Rancho Cucamonga, CA 91729, on the IEHP website at www.iehp.org, or by fax to IEHP Pharmaceutical Services at (909) 890-2058.

   3. IEHP operates a toll-free Pharmacy call center during normal business hours (8:00 a.m. to 6:00 p.m. Monday through Friday) to respond to Physicians with information related to prior authorizations, CDs, and appeal requests. A prescribing Physician may file a CD by contacting IEHP Pharmaceutical Services Department at (888) 860-1297 and may leave a secure voice message after-hours. The Provider will be instructed on the voicemail to provide all necessary information (e.g. Provider identification, Member identification, type of request and whether it is expedited or standard).

C. A CD is any decision made by or on behalf of IEHP regarding payment or benefits to which the Member believes he or she is entitled. The following actions are considered to be CD:

   1. A decision not to provide or pay for a Part D drug, including:
      a. The drug is not on the plan’s formulary;
      b. The drug is determined not to be medically necessary;
      c. The drug is furnished by an out-of-network pharmacy; or
G. Coverage Determination

d. IEHP determines that the drug is otherwise excludable under Section 1862 (a) of the Social Security Act, if applied to Medicare Part D and the Member believes may be covered by IEHP.

2. A decision to provide a CD in an expedited manner when a delay would adversely affect the health of the Member;

3. A decision concerning basic coverage, supplemental benefit, and the amount, including the cost sharing, if any, that the Member is required to pay for a drug; or

4. A decision concerning unplanned transitions (i.e., transition of care).

D. The following individuals may request a standard or expedited CD:

1. A Member;

2. A Member’s appointed representative on behalf of the Member (See Attachments, “Appointment of Representative – CMS Form 1696 – English” and “Appointment of Representative – CMS Form 1696 - Spanish” in Section 11); or

3. A prescribing Physician on behalf of the Member.

E.

F. A prescribing Physician must provide an oral or written supporting statement that the requested prescription drug is medically necessary to treat the Member’s disease or medical condition because:

1. All the covered Part D drugs on IEHP’s formulary for treatment for the same condition would not be as effective for the Member as the non-formulary drug, or would have adverse effects for the Member, or both;

2. The prescription drug alternative(s) listed on the formulary or required to be used in accordance with step therapy requirements has been ineffective, is likely to be ineffective or adversely affect the drug’s effectiveness or patient compliance or has caused or based on sound clinical evidence, is likely to cause an adverse reaction or other harm to the Member; or

3. The number of doses that are available under a dose restriction for the prescription drug has been ineffective in the treatment of the disease or medical condition.

H. All CD Forms must include information such as previous successful or failed therapies, any allergies, and any other clinical condition when applicable.

I. If an oral supporting statement is provided by the Physician, IEHP may require the Physician to subsequently provide a written supporting statement.

J. IEHP Clinical Pharmacists are responsible to review the initial CD. The Clinical Pharmacists must have a current and unrestricted Pharmacist license to practice in California.
11. PHARMACY

G. Coverage Determination

K. If IEHP fails to make a decision on a CD request and provide notice of the decision within the timeframe required by CMS, and the failure constitutes an adverse CD, IEHP must forward the request to the Independent Review Entity (IRE) within twenty-four (24) hours of the expiration of the adjudication timeframe (See Attachments, “Notice of Case Status – English” and “Notice of Case Status - Spanish” in Section 11).

L. Request for cash reimbursements are considered as CD requests. The request may be made up to one (1) year from the date of service. Please refer to Policy 11P, “Member Request for Pharmacy Reimbursement” for more information.

M. If IEHP approves the CD request, IEHP may not require the Member to request approval for a refill, or a new prescription to continue using the Part D prescription drug after the refills for the initial prescription are exhausted, as long as:

1. The Member’s prescribing physician continues to prescribe the drug;
2. The drug continues to be considered safe for treating the disease or medical condition; and
3. The enrollment period has not expired. If the Member renews his or her Membership after the plan year, IEHP may choose to continue coverage into the subsequent plan year.

N. Member Transitions

1. During the first ninety (90) days of a new Member’s enrollment, if the Member has been using a non-formulary drug prior to enrollment in IEHP, the plan can provide a one-time transition supply for:
   a. Up to thirty-one (31) calendar day fill in retail setting; or
   b. Up to ninety-eight (98) calendar day (thirty-one (31) day max per fill) fill in long-term care (LTC) setting.

   During this period of time, the Member should request a CD or transition to another covered drug. Please refer to Policy 11L, “Transition Process” for more information.

2. In the event that Members in an LTC setting fail to request CD during the transition period, IEHP will provide coverage upon request until the Provider can be reached.

O. If IEHP removes a covered Part D drug from the IEHP formulary or makes any changes in the IEHP formulary, IEHP will provide notice to the affected Members at least sixty (60) calendar days prior to effective date of the change made on the IEHP formulary (See Attachments, “Notice of Formulary Change – English” and “Notice of Formulary Change - Spanish” in Section 11). IEHP will provide the following information to the affected Members:

1. The removed covered Part D drug;
2. The reason for the change;
11. PHARMACY

G. Coverage Determination

3. Alternative drugs in the same therapeutic category or class; and
4. The means by which Members may obtain a CD set forth in this policy.

P. IEHP provides continuous coverage of the affected Part D prescription drugs to the end of the year unless the drug is withdrawn for safety reasons, the drug is affected by drug shortage issues or has been withdrawn from the market by the drug’s manufacturer.

Q. The continuous coverage applies to the formulary changes related to the deletion of a drug from the formulary, changes in step therapy, dosage limitations, or therapeutic substitution.

R. IEHP may apply quantity limits on non-formulary drugs approved through the Exception Request process that are based on safety-concerns. CMS permits the following safety-based quantity limits:
   1. Quantity limits based on maximum dosing limits, frequency and/or duration of therapy supported by the Food and Drug Administration;
   2. Quantity limits on topical products in consideration of indication, directions for use, and size of the area being treated; and
   3. Quantity limits that support dose optimization that is intended to promote adherence and ensure safe and appropriate utilization.

S. The IEHP Clinical Pharmaceutical Services staff discusses the requests that are found to be medically unjustifiable with the Clinical Pharmacist prior to denying them. The IEHP Clinical Pharmacist reviews and signs all denied CDs. Denials due to lack of medical documentation are reviewed and signed off by the IEHP Medical Directors.

T. The Member, Member’s appointed representative or the prescribing Physician may request a redetermination if the Member has received an adverse CD.

U. IEHP Pharmaceutical Services Department coordinates with the IEHP Grievance and Appeals Department in the event any request should be handled as a redetermination request.

V. All clinical criteria for prior authorization of medications are reviewed and updated at least annually or more often, as needed. Most common non-formulary medications, prior authorization trends and approval/denial statistics are reviewed at Pharmacy and Therapeutic (P&T) Subcommittee meetings to ensure the formulary is up-to-date and all commonly used medications are accessible to Members.

W. IEHP’s Chief Medical Officer has final authority over all decisions for CD. The Chief Medical Officer is a physician with a current and unrestricted license to practice medicine in California.

PROCEDURES:

A. IEHP supplies all Providers with the Coverage Determination and Prescription Drug Prior Authorization (RxPA) Request Forms (See Attachments, “Prescription Drug Prior
11. PHARMACY

G. Coverage Determination

Authorization or Step Therapy Exception Request Form” and Coverage Determination (CD) “Coverage Determination - Provider & Member – English & Spanish” in Section 11 and instructions for their use. Forms may be accessed through the website at www.iehp.org.

B. All CD forms must contain information that support the medical necessity or meet the criteria of a prior authorization drug (two (2)-tier formulary). In addition, all CD and RxPA forms must include previous successful or failed therapies, any allergies, or any other clinical condition when applicable.

C. If there is a formulary change during the year, IEHP provides direct written notice to affected Members at least sixty (60) days prior to the date the change becomes effective; or at the time an affected Member requests a refill of the Part D drugs (with a sixty (60) day supply of the drug).

D. IEHP provides continuous coverage of the affected Part D prescription drugs to the affected Members for reasons other than safety or because the Part D prescription drug cannot be supplied by or was withdrawn from the market by the drug’s manufacturer.

E. The continuous coverage applies to the formulary changes related to the deletion of a drug from the formulary, changes in step therapy, dosage limitations, or therapeutic substitution.

F. If IEHP approves the CD request, IEHP may not require the Member to request approval for a refill or a new prescription for the remainder of the plan year, as long as:
   1. The Member’s prescribing Physician continues to prescribe the drug;
   2. The drug continues to be considered safe for treating the disease or medical condition; and
   3. The enrollment period has not expired. If the Member renews his or her Membership after the plan year, IEHP may choose to continue coverage into the subsequent plan year.

G. A CD will be made when a covered Part D drug is dispensed at a non-participating pharmacy if:
   1. IEHP cannot reasonably expect the Member to obtain such drugs at a participating Pharmacy in a timely manner; and
   2. The Member does not access covered Part D drugs at non-participating pharmacies on a routine basis.

H. When a medication with prior authorization (PA) requirements is requested through the point-of-sale system, a message will be transmitted to the Pharmacy indicating that the drug is not covered. The pharmacy should notify the Member, the Member’s appointed representative, or the prescribing physician to request a CD.

I. Standard timeframe for Coverage Determination (CD) requests.
   1. Timeframe for requests for drug benefits:
11. PHARMACY

G. Coverage Determination

a. If the authorized person requests a CD for a drug benefit, IEHP will notify the Member and the prescribing Physician involved as expeditiously as the Member’s health condition requires, but no later than seventy-two (72) hours (including weekends and holidays) after receipt of the request. For an Exception Requests, the Member and the prescribing Physician will be notified seventy-two (72) hours (including weekends and holidays) after receipt of the Physician’s supporting statement.

2. Timeframe for requests for payment:
   a. If IEHP is issuing an unfavorable reimbursement decision, it must make the decision and provide notice of the decision no later than fourteen (14) calendar days after receiving the reimbursement request.
   b. If IEHP is issuing a favorable reimbursement decision, it must make the decision, provide notice of the decision and make payment no later than fourteen (14) calendar days after receiving the reimbursement request.

J. Expedited Timeframe for Coverage Determination Requests

1. The authorized person may request IEHP to expedite a CD if applying the standard timeframe may seriously jeopardize the Member’s life, health, or ability to regain maximum function.

2. The expedited CD cannot be made for the payment of Covered Part D Drugs that are already furnished to the Member.

3. To request an expedited CD:
   a. A Member or a Member’s appointed representative may submit a request for an expedited CD orally by phone at (877)273-IEHP(4347)/TTY (800)718-4347 during normal business hours (8:00 a.m. to 6:00 p.m. Monday through Friday) or in writing to IEHP’s Member Services Department. The Coverage Determination Form (CD) is also available on www.iehp.org. The case will be handled and logged by IEHP’s Pharmaceutical Services Department staff.
   b. A prescribing physician may submit an expedited Pharmacy Exception or an expedited CD request. A prescribing Physician may provide oral or written support for a Member’s request for an expedited CD.
   c. For after-hour requests for CD, Providers may call the IEHP secure after-hour hotline at (888) 860-1297. The Provider must provide all necessary information so that the case is able to be reviewed (e.g. Provider identification, Member identification, type of request, physician support and whether it is expedited or standard) and will be given a time period in which a response can be expected.
11. PHARMACY

G. Coverage Determination

4. If a Member or Member’s appointed representative requests expedited CD, IEHP will respond within twenty-four (24) hours of receipt (or for an Exception Request, within twenty-four (24) hours of receipt of the physician’s supporting statement) if IEHP determines that the Member’s life or health will be seriously jeopardized by waiting for a standard decision.

   a. If IEHP denies a Member’s or a Member’s appointed representative’s request for an expedited CD, the request will be processed under the standard CD procedures under this policy:

      1) IEHP provides prompt oral notice to the Member and the Provider that the request will be processed under the standard CD.

      2) IEHP informs the Member of his or her right to file an expedited grievance if he or she disagrees with IEHP’s decision not to expedite the CD.

      3) IEHP informs the Member of his or her right to have the prescribing Physician resubmit a request for an expedited CD.

      4) IEHP provides instructions on IEHP’s Grievance process and timeframes.

      5) IEHP mails a written confirmation to the Member within three (3) calendar days after the oral notification (See Attachments, “Notice of Right to an Expedited Grievance – Pharmacy – English” and “Notice of Right to an Expedited Grievance – Pharmacy - Spanish” in Section 11).

K. A CD request that is submitted to the Pharmaceutical Services Department using a Coverage Determination form with the word “appeal” or there is a Part D denial case for the same requested medication with or without additional information in the past sixty (60) days will be deemed as redetermination and forwarded to the IEHP Grievance & Appeals Department for review.

L. If IEHP denies a drug benefit, in whole or in part, a denial letter shall be issued to both Member and the prescribing Physician within three (3) calendar days (See Attachments, “Denial Letter – IEHP DualChoice – English,” “Denial Letter – IEHP DualChoice – Spanish,” “Notice of Redetermination – English,” and “Notice of Redetermination – Spanish” in Section 11). The denial letter shall include the following information:

1. Denial notice language in a readable and understandable form;

2. Criteria used in the review process;

3. Procedures for obtaining additional information about criteria used in the review process; and

4. Information on the Member’s right to a Redetermination:
11. PHARMACY

G. Coverage Determination

a. If IEHP denies drug coverage, the notice shall describe both the standard and expedited Redetermination processes, including the Member’s right to, and conditions for, obtaining an expedited Redetermination and the Appeals process.

b. If IEHP denies payment, the notice shall describe the standard Redetermination process and the Appeals process.

c. Other notice requirements as specified by the Centers for Medicare & Medicaid Services (CMS).

M. IEHP Pharmaceutical Services staff reviews individual medication requests by thoroughly surveying the Member’s existing medication regimen, previous successful or failed therapies, any allergies, and any other clinical condition when applicable, and either approves, defers, withdraws, dismisses or denies the request.

1. Request Approved: Cases are approved for a twelve (12) month time span (or specific timeframe as dictated by the CMS-approved prior authorization criteria) which will allow for adjudication at Member’s Pharmacy. An approval notice will be provided to the prescribing physician and the Member.

2. Request Pended: There is insufficient information to make a judgment as to the appropriateness of the request. Additional information will be requested from the prescribing Physician. If no or insufficient information is received a decision will be made within seventy-two (72) hours for standard request and twenty-four (24) hours for expedited request. For an exception request, adjudication timeframe does not begin until the plan receives the prescribing physician’s supporting statement. Physicians shall be allowed to submit a supporting statement within a minimum of ninety-six (96) hours for standard requests and forty-eight (48) hours for expedited requests. After which a decision will be made based on the received information, if any.

3. Request Withdrawn: Exception Request or CD request was submitted to IEHP and subsequently requested to be withdrawn by the Member, Member’s appointed representative, or by the prescribing Physician.

4. Request Dismissed: Exact duplication of an existing request or a request for a covered formulary medication.

5. Request Denied: Documentation provided did not meet approval guidelines. A denial notice will be provided to the prescribing physician and the Member.

N. If IEHP fails to notify the Member of its determination in the appropriate timeframe under this policy and this failure constitutes an adverse Coverage Determination, IEHP must forward the Member’s request to the Independent Review Entity (IRE) within twenty-four (24) hours of the expiration of the adjudication timeframe (See Attachments, “Notice of Case Status – English” “Notice of Case Status - Spanish” in Section 11).
11. PHARMACY

G. Coverage Determination

O. IEHP Clinical Pharmacist consults with the appropriate Specialists as part of the decision process for requests involving unusual or clinically complicated conditions.

P. Prior to denying a request, the IEHP Clinical Pharmaceutical Services staff consults with the prescribing Physician to offer an alternative pharmacotherapeutic regimen and to discuss the specific reason for the denial.

Q. The IEHP Clinical Pharmaceutical Services staff discusses the requests that are found to be medically unjustifiable with the Clinical Pharmacist prior to denying them. The IEHP Clinical Pharmacist signs all denied requests.

R. IEHP’s compensation plan for Clinical Pharmaceutical Services staff who provides utilization review services does not contain incentives, direct or indirect, for these individuals to make inappropriate review decisions.

S. If timely completion of the written request form by the prescribing Physician is not possible, IEHP’s Clinical Pharmaceutical Services staff authorizes the request over the telephone and documents the information for logging into the medical management system.

T. The final authority for obtaining medications not included in the IEHP Formulary rests with IEHP Chief Medical Officer. All documents and written materials are forwarded to the Chief Medical Officer for review if an appeal is filed by the prescribing Physician, Delegated IPA, Pharmacist, Member, or Member’s appointed representative.

U. IEHP may approve a payment request by approving drugs retrospectively or due to a decision by the Independent Review Entity (IRE) (must be authorized within seventy-two (72) hours). The Pharmacy processes the approved medication and provides refund to the Member. IEHP may approve payment directly to the Member if the Member is unable to return to the dispensing Pharmacy.
11. PHARMACY

G. Coverage Determination

REFERENCES:

B. Title 42 Code of Federal Regulations §423.578.
C. Section 1862 (a) of the Social Security Act.
D. Medicare Managed Care Manual, “Part C & D Enrollee Grievances, Organization/Coverage Determinations, and Appeals Guidance”.
11. PHARMACY

H. Co-Payment Requirement

APPLIES TO:
A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:
A. IEHP requires no co-payment for IEHP DualChoice Members.
B. IEHP adopts the Centers for Medicare & Medicaid Services (CMS) Best Available Evidence (BAE) Policy to determine the correct LIS level.\(^1\)
C. Members benefit structure will adhere to the yearly out-of-pocket maximum of $6,350 in 2020.\(^2\)
D. In the event of a Member overpayment, IEHP shall refund the Member within forty-five (45) calendar days upon receipt of the request or when the event was identified.\(^3\)

PROCEDURES:
A. Co-payment requirements for IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) Members beginning January 1, 2020 is $0 for both Brand and Generic medications.
B. Copayment for institutionalized Members (LIS level 3) is $0 for both Brand and Generic medications.\(^4,5\)
C. If the Member believes they were charged co-payment or the incorrect cost-sharing amount, the Member may contact IEHP to request assistance.\(^6\)
D. IEHP Pharmaceutical Services Department will follow the BAE protocol. Once the evidence is provided, the status will be adjusted in real-time to reflect correct LIS status.\(^7\)
E. The case will be transferred to IEHP Core Business Systems – Eligibility Department to update the eligibility record.

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\(^1\) Medicare Prescription Drug Benefit Manual, “Chapter 13 – Premium and Cost-Sharing Subsidies for Low-Income Individuals,” Section 70.5.
\(^2\) Announcement of Calendar Year (CY) 2020 Medicare Advantage Capitation Rates and Medicare Advantage and Part D Payment Policies and Final Call Letter, issued 04/01/19.
\(^3\) Medicare Prescription Drug Benefit Manual, “Chapter 13 – Premium and Cost-Sharing Subsidies for Low-Income Individuals,” Section 70.3.1.
\(^5\) Announcement of Calendar Year (CY) 2020 Medicare Advantage Capitation Rates and Medicare Advantage and Part D Payment Policies and Final Call Letter, issued 04/01/19.
\(^6\) Medicare Prescription Drug Benefit Manual, “Chapter 13 – Premium and Cost-Sharing Subsidies for Low-Income Individuals,” Section 70.5.3.
\(^7\) Medicare Prescription Drug Benefit Manual, “Chapter 13 – Premium and Cost-Sharing Subsidies for Low-Income Individuals,” Section 70.5
11. PHARMACY

   H. Co-Payment Requirement
11. PHARMACY

I. Coordination of Benefits

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. IEHP’s Coordination of Benefits (COB) program prevents duplication of payments for the same health care services and prevents Medicare from paying as the primary when it is the secondary payer. COB serves as a mechanism to collect information from a Member regarding Other Health Coverage.

B. COB also serves to support the tracking and calculating of beneficiaries’ “true out-of-pocket” (TrOOP) expenditures. The National Council for Prescription Drug Programs (NCPDP) developed a set of transactions that provides a record of a payment, by a plan supplemental to Part D, to a Part D Plan. This is also known as Nx Transactions.

C. IEHP provides coordination of benefits with the Pharmacy Benefit Management (PBM) Company, Centers for Medicare & Medicaid Services (CMS) contracted COB Contractor, and the TrOOP Facilitators.

D. The coordination of benefits includes:
   1. Enrollment file sharing;
   2. Claims processing and payment;
   3. Claims reconciliation reports;
   4. Third-party reimbursement of out-of-pocket costs;
   5. Application of protection against high out-of-pocket expenditures; and
   6. Other processes that CMS determines.

E. Beneficiaries are legally obligated to report information about Other Health Coverage or reimbursement for prescription drugs costs that they have or expect to receive under the Medicare Modernization Act (MMA).

F. IEHP coordinates benefits with State pharmaceutical assistance programs, other payers, Members and others paying on the Members’ behalf for up to thirty-six (36) months from the date on which the prescription for a covered Part D drug was filled.

G. IEHP and the contracted PBM comply with all administrative processes and requirements established by CMS to ensure effective exchange of information and coordination between IEHP and Other Health Coverage for:
   1. Payment of premiums and coverage; and
   2. Payment for supplemental prescription drug benefits for Members enrolled in IEHP and an entity that provides other prescription drug coverage.
11. PHARMACY

I. Coordination of Benefits

H. IEHP may impose user fees to Other Health Coverage for costs related to coordination of benefits between IEHP and Other Health Coverage under the provision of MMA. The user fees must be reasonable and related to the IEHP’s actual costs of COB with the Other Health Coverage.

PROCEDURES:

A. IEHP utilizes the monthly Member eligibility file sent by Department of Health Care Services (DHCS) on information regarding the “Other Health Coverage” for the Medi-Cal Medicare Members.

B. A Member is legally obligated to report information about Other Health Coverage.

C. Members or other payers have up to thirty-six (36) months from the date on which the prescription for a covered Part D drug was filled to seek reimbursement from IEHP. IEHP Pharmaceutical Services Department reviews all pharmacy reimbursement requests to ensure the requirements (including the timeframe) are met.

D. When IEHP receives a Nx transaction, but has no supplement payer information on file to identify the payer; IEHP shall attempt to make contact to the Member to identify the payer and sends the payer information to the COB Contractor via Expense and Cost Recovery System (ECRS) verification. IEHP must report changes to the COB information and COB Contractor within thirty (30) days of receipt. IEHP shall maintain connectivity with CMS systems to allow direct access to Other Health Coverage status information.

E. IEHP coordinates benefits with Members and other payers (including reimbursement) for up to thirty-six (36) months.

F. A Member shall disclose all expenditures for Covered Part D Drugs made by the Other Health Coverage to IEHP.

G. IEHP shall retroactively adjust claims and TrOOP balances based on prescription drugs event and claims records.

H. IEHP’s PBM will process claims and track TrOOP in real time.

REFERENCE:

A. Medicare Prescription Drug Benefit Manual, Chapter 14, Coordination of Benefits.
11. PHARMACY

J. Pharmacy Access Standards

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. IEHP delegates all pharmacy contracting responsibilities to the Pharmacy Benefit Management (PBM) Company.

B. IEHP ensures the Retail Pharmacy Access Standards are in accordance with requirements set by Centers for Medicare & Medicaid Services (CMS) in 42 CFR § 423.120(a)(4), which include:
   1. In urban areas, at least 90% of enrollees in a plan must, on average, live within two (2) miles of a retail Pharmacy participating in the network;
   2. In suburban areas, 90% of enrollees within five (5) miles of a retail Pharmacy participating in the network; and
   3. In rural areas, 70% of enrollees within fifteen (15) miles of a retail Pharmacy participating in the network.

C. IEHP ensures Home Infusion Pharmacy Access Standards are in accordance with requirements set by CMS.

D. IEHP ensures Long-Term Care (LTC) Pharmacy Access Standards are in accordance with requirements set by CMS.

E. Any Willing Pharmacy Requirement - IEHP allows and accepts any willing pharmacy that will accept IEHP’s standard contracting terms and conditions. IEHP’s PBM contracts on behalf of IEHP using standard contracting terms and conditions which include requirements, responsibilities, and reimbursement rates.

F. IEHP contracts with over six hundred (600) chain and independent Pharmacies, Long-Term Care Pharmacies, Home Infusion Pharmacies, and Specialty Pharmacies to provide various pharmacy services to IEHP Members.

G. IEHP contracts with one (1) Mail Order Pharmacy to process mail order requests. Drugs that are on the Maintenance Lists are available through the Mail Order Pharmacy. All mail order requests must be for a ninety (90) day supply of the drug. The Mail Order Pharmacy is not meant for emergency refills. If an emergency refill is needed, the Member will need to refer to their local Pharmacy for the necessary medication.

H. IEHP Members may receive ninety (90) day supply of the maintenance medications through retail Pharmacies or mail order Pharmacies.

I. IEHP ensures Members have adequate access to covered Part D drugs at out-of-network pharmacies. IEHP contracts with chain Pharmacies that have pharmacies nationwide.
11. PHARMACY

J. Pharmacy Access Standards

J. Members are able to have access to covered drugs dispensed at out-of-network pharmacies when the Members:
1. Cannot reasonably be expected to obtain such drugs at a network pharmacy; and
2. Do not access covered Part D drugs at an out-of-network pharmacy on a routine basis.

K. IEHP assesses and analyzes Consumer Assessments of Healthcare Providers and Systems (CAHPS) score for Member satisfaction related to access; identifies trends, barriers, and improvement opportunities; develops interventions to address opportunities and evaluates outcome of actions tables.

L. IEHP ensures that the hours of operation of all Pharmacy Network Providers are convenient to the population served and do not discriminate against Members. Services are available twenty-four (24) hours a day, seven (7) days a week.

PROCEDURES:

A. On an annual basis, IEHP assesses the Pharmacy Access Standards with our contracted PBM. If IEHP fails to meet the Pharmacy Access Standards, an investigation will be conducted to identify root cause. IEHP will work with the contracted PBM to remediate any deficiency identified.

B. IEHP Members may go to any one of the Pharmacies in the IEHP Pharmacy network for pharmacy services. IEHP Members may call the IEHP Member Services Department at (877) 273-IEHP (4347) or access the IEHP Member Portal to find the nearest Pharmacy Provider in our network.

C. IEHP does not limit access of Part D drugs to a limited distribution through a subset of network pharmacies, except when necessary to meet Food and Drug Administration’s (FDA) limited distribution requirements or to ensure the appropriate dispensing of Part D drugs that require extraordinary requirements cannot be met by a network Pharmacy.

D. IEHP may specify, on a drug by drug basis, reasonable requirements for network Pharmacies to ensure appropriate handling and dispensing of a particular Part D drug that requires special attention.

E. IEHP may arrange delivery of medications from Specialty Pharmacies if a referral is made by a Physician and approved by IEHP. Member will be notified upon delivery by the Specialty Pharmacy.

F. IEHP Members may receive home infusion pharmacy services for infusion drugs if a referral is made by a Physician and approved by IEHP.

G. IEHP shall notify CMS and the Department of Health Care Services (DHCS) in writing when material change is expected within IEHP Pharmacy network before the change is in effect.
11. PHARMACY

J. Pharmacy Access Standards

REFERENCES:

A. Title 42, Code of Federal Regulations §423.120(a)(4).
11. PHARMACY

K. Medication Therapy Management Program

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. The Medication Therapy Management (MTM) Program is designed to ensure that covered Part D drugs prescribed to targeted Members are appropriately used to optimize therapeutic outcomes through improved medication use. It is also designed to reduce the risk of adverse events, including adverse drug interactions, and to increase Member adherence with prescription medications.

B. The MTM Program and all mid-year changes to the program must be approved by the Centers for Medicare and Medicaid Services (CMS).

C. The MTM Program may be furnished by a pharmacist or other qualified Provider, provided that he or she has completed an appropriate training program as determined by IEHP.

D. The MTM Program may distinguish between services in ambulatory and institutional settings.

E. IEHP determines and identifies the targeted Members for the MTM Program. Targeted Members must have multiple chronic diseases, must be concurrently taking multiple Part D drugs, and are likely to incur costs for covered Part D drugs that exceed a predetermined level as specified by the Secretary of U.S. Department of Health and Human Services.

F. The MTM Program is voluntary. IEHP shall not deny a Member’s access to prescription drugs based on the Member’s failure to participate in the MTM Program.

G. Members will be screened for eligibility for the MTM Program every year. IEHP will honor a Member’s desire to permanently opt-out of the MTM Program. IEHP will honor the request and not re-enroll the Member in future years; however, the Member may seek enrollment into the MTM Program at a later time.

H. In the event that the Member no longer meets one (1) or more of the three (3) eligibility criteria for the program, the Member will remain enrolled in the program for the remainder of the calendar year. They will be reconsidered for eligibility at the beginning of the following calendar year.

I. The MTM Programs are developed and administered by the contracted Pharmacy Benefit Management (PBM) Company, in cooperation with licensed and practicing pharmacists and physicians.

J. The MTM Programs are coordinated with the care management plan established for a targeted Member under a chronic care improvement program.
11. PHARMACY

K. Medication Therapy Management Program

PROCEDURES:

A. IEHP MTM Programs are available for Members who meet the following criteria set forth by Centers for Medicare and Medicaid Services (CMS) and the approved MTM protocol annually:
   1. Member is likely to incur costs (total drug costs) for Covered Part D drugs that exceed a predetermined level as specified by CMS;
   2. Member has multiple chronic diseases, with three (3) chronic diseases being the maximum needed for enrollment; and
   3. Member is taking multiple Part D drugs, with two (2) being the minimum and eight (8) being the maximum needed for enrollment.

B. IEHP or its MTM Program vendor identifies the qualified Members on a quarterly basis. IEHP or its MTM Program vendor notifies the potential candidates regarding the MTM Program by mail or phone.

C. All identified Members, including Members in Long-Term Care (LTC), who are qualified are enrolled into the MTM Program. Members may call IEHP’s Member Services Department to disenroll/opt-out from the program.

D. The MTM Program includes the following components:
   1. Annual Comprehensive Medication Review (CMR) Process:
      a. Medication review, at a minimum, on an annual basis;
      b. Interactive, person-to-person consultation;
      c. Individualized, written summary of consultation; and
   2. Quarterly Targeted Medication Review (TMR) Process:
      a. Individualized, written “take-away” materials such as personal medication record, reconciled medication list, action plan, recommendations for monitoring, education, or self-management.
      b. Follow-up interventions as necessary after initial TMR.
   3. Medication Therapy Review:
      a. Assesses the appropriateness of the current medication therapy;
      b. Interviews (i.e. phone, interactive, etc.) with Members to ensure the adherence and appropriateness of the dose and dosing regimen of each medication;
      c. Checks for therapeutic duplications;
      d. Interprets, monitors and assesses patient laboratory results;
      e. Checks for drug to disease interactions and drug-drug interactions;
11. PHARMACY

K. Medication Therapy Management Program

f. Checks for contraindications and adverse effects; and

g. Checks for over-utilization and under-utilization.

4. The MTM program Provider reviews the beneficiary medications, history and any information collected from the beneficiary questionnaire. By utilizing the proprietary MTM program software, the MTM program Provider conducts interactive person-to-person comprehensive medication review.

5. A medication action plan:

a. Develops a modification/recommendation plan based on the Member interviews, medication record evaluation and patient assessment.

6. Intervention and referral:

a. Provides education and training on the appropriate use of medications and monitoring devices;

b. Emphasizes the importance of medication adherence and understanding of the treatment goals; and

c. Communicates with the physician or other health care Providers on the findings when appropriate.

7. Documentation and follow up:

a. MTM Program Providers should document all interventions on the CMS MTM Standard form.

E. IEHP evaluates and measures the effectiveness of the MTM Program through:

1. Statistics on individual Members according to the Member medication profiles- the adoption of recommended treatment regimen, the number of chronic medications, and projected annual pharmacy expenditures per Member;

2. Statistics on the overall MTM Program- Number of changes in medication regimens, average number of chronic medications per Member, average projected annual pharmacy expenditures per Member;

3. Financial impact – pharmacy cost changes; and

4. Member satisfaction surveys.

REFERENCE:

11. PHARMACY

K. Medication Therapy Management Program
11. PHARMACY

L. Transition Process

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. IEHP adopted the transition process for new Members who are transitioning to IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) from other prescription drug coverage, including other Part D plans, whose current drug therapies may not be included in the IEHP Medicare Formulary. These transition requirements apply both to:

1. Drugs that are removed from the IEHP formulary from one (1) contract year to the next; and

2. Formulary drugs that remain on the formulary but to which a new prior utilization, quantity limit or step therapy restriction is added from one (1) contract year to the next, excluding restrictions that would be considered safety related.

B. The transition process is consistent with regulatory requirements and applies to IEHP Members whose current drug therapies may not be included in their new Part D plan’s formulary, and will effectuate a meaningful transition for the following:

1. New Members into IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) on January 1\textsuperscript{st} of the new year following the previous year’s annual coordinated election period;

2. The transition of newly eligible Medicare beneficiaries from other coverage in the new year;

3. The transition of individuals who switch from one plan to another after January 1\textsuperscript{st} of the new year;

4. Enrollees residing in Long-Term Care (LTC) facilities; and

5. Members affected by Formulary changes from one (1) contract year to the next.

C. The transition policy will apply to non-formulary drugs, meaning:

1. Part D or IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) drugs that are not on the IEHP Medicare Formulary; and

2. Part D or IEHP DualChoice Cal MediConnect Plan (Medicaid Plan) drugs that are on the IEHP Medicare Formulary but require prior authorization, step therapy, or have an approved quantity limit lower than the beneficiary’s current dose, under IEHP utilization management rules.

D. IEHP assures that in the outpatient (retail) setting, the transition policy provides a supply of medication for up to a total of thirty-one (31) days (unless the Member presents with a prescription written for less). The transition fill is available anytime during the first ninety
11. PHARMACY

L. Transition Process

(90) days of a beneficiary’s enrollment in a plan, beginning on the Member’s effective date of coverage.

E. IEHP assures that in the Long-Term Care setting, such as nursing facility or sub-acute care facility, the transition policy provides for a thirty-one (31) day fill (unless the Member presents with a prescription written for less than thirty-one (31) days), with multiple refills as necessary (up to thirty-one (31) days), during the first ninety (90) days of a beneficiary’s enrollment in a plan, beginning on the enrollee’s effective date of coverage.

F. IEHP assures that in the Long-Term Care setting, after the ninety (90) days transition period has expired, the transition policy provides for a thirty-one (31)-day emergency supply of non-formulary Part D or IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) drugs (unless the Member presents with a prescription written for less than thirty-one (31) days) while an exception is being processed.

G. IEHP assures that all transition processes are applied to a brand-new prescription for a non-formulary drug if it cannot make the distinction between a brand-new prescription for a non-formulary drug and an ongoing prescription for a non-formulary drug at the point-of-sale.

H. IEHP will send written notice via U.S. first class mail to the Member within three (3) business days of adjudication of a temporary fill. The notice must include:

1. An explanation of the temporary nature of the transition supply the Member has received;
2. Instructions for working with IEHP and the Member’s Prescriber to identify appropriate therapeutic alternatives that are on the plan's formulary;
3. An explanation of the Member’s right to request a formulary exception; and
4. A description of the procedures for requesting a formulary exception.

For Long-Term Care residents dispensed multiple supplies of a Part D drug in increments of fourteen (14) days or less, consistent with the requirements under Title 42 of the Code of Federal Regulations §43.154, the written notice must be provided within three (3) business days after adjudication of the first temporary fill. IEHP will ensure that reasonable efforts are made to notify prescribers of affected enrollees who receive the CMS Model Transition Notice (See Attachments, “Prescription Transition Notice – English” and “Prescription Transition Notice - Spanish” in Section 11).

I. Consistent with plan sponsors’ responsibility for oversight of first tier, downstream, and related entities (FDRs), CMS expects plan sponsors to test the efficacy of their Pharmacy Benefit Manager’s (PBM) transition logic. The purpose of this activity is to ensure that all Members eligible for a transition leave the pharmacy with a thirty-one (31) day supply of medication based upon the prescription written by the Practitioner, unless the prescription is written for fewer days.

J. IEHP reviews the transition files generated nightly from the PBM and communicates with Providers via mail regarding the use of non-formulary drugs. The notification will alert the Providers of the use of non-formulary drugs and how to submit an Exception Request.
11. PHARMACY

L. Transition Process

PROCEDURES:

A. Under circumstances where the transition policy does not apply, all non-formulary Part D or IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) drugs are subject to prior authorization process. Please refer to Policies 11B, “Exception Requests for Formulary and Non-Formulary Drug” and 11G, “Coverage Determination”.

B. Claims will automatically process if the Member and a drug are both eligible for transition.

C. Eligible claims will process and approve upon initial submission and messages will indicate when claims have paid under transition fill rules. The messages will be returned with paid transition fill claims so pharmacies can remind Members of actions that should be taken to ensure access to prescription drugs in accordance with Part D formularies and benefits.

D. If a transition claim fails to process and the Pharmacy believes the IEHP Member and the drug should be eligible under the IEHP DualChoice Transition Policy, the Pharmacy should call the IEHP Pharmaceutical Services Department at (888) 860-1297 to request a temporary supply override.

E. IEHP assures that cost-sharing for a temporary supply of drugs provided under its transition process will never exceed the statutory maximum co-payment amounts.

F. IEHP sends written notice via U.S. mail to the Member and to the Prescriber within three (3) business days of a temporary fill. IEHP uses the CMS Model Transition Notice (See Attachments, “Prescription Transition Notice – English” and “Prescription Transition Notice – Spanish” in Section 11) which includes:

1. An explanation of the temporary nature of the transition supply the Member has received;
2. Instructions for working with the plan sponsor and the Member’s prescriber to identify appropriate therapeutic alternatives that are on the plan’s Formulary;
3. An explanation of the Member’s right to request a Formulary exception; and
4. A description of the procedures for requesting a Formulary exception.
11. PHARMACY

L. Transition Process

REFERENCES:

A. Title 42, Code of Federal Regulations (CFR) §§ 423.120, 423.154, 423.578, 423.578(b).
C. Medicare Managed Care Manual, “Part C & D Enrollee Grievances, Organization/Coverage Determinations and Appeals Guidance”.
11. PHARMACY

M. Insulin Administration Devices and Diabetes Testing Supplies

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. Insulin and Glucagon Emergency Kits are covered by the IEHP pharmacy benefit.

B. Syringes and needles utilized as insulin administration devices are covered under the IEHP pharmacy benefit. In the event that the devices are not covered by the IEHP pharmacy benefit, submission of a Coverage Determination form would be required (See Attachments, “Coverage Determination – Provider and Member – English” and “Coverage Determination – Provider and Member – Spanish” in Section 11).

C. Diabetes testing supplies are covered under both the IEHP pharmacy and medical benefit. This includes, but is not limited to, blood glucose meters, test strips, lancets, urine test tape and tablets, ketone test strips and acetone tablets.

PROCEDURES:

A. For Members with special medical needs, a Coverage Determination form must be submitted for all insulin pen devices (See Attachment, “Coverage Determination – Provider and Member – English” and “Coverage Determination – Provider and Member – Spanish” in Section 11). See Policy 11B, “Exception Requests for Formulary and Non-Formulary Drugs.”

B. Diabetes testing supplies, including glucometer, test strips and lancets, may be obtained through the IEHP Diabetes Blood Glucose Management Program or through retail pharmacies.

C. IEHP covers diabetic testing supplies using the criteria approved by the IEHP Pharmacy and Therapeutics Subcommittee.

D. IEHP Members may participate in the IEHP Diabetes Blood Glucose Management Program. The program provides test strips and lancets through mail order vendor. The selected vendor provides comprehensive diabetes care program including education, medication, and disease management to the Members. IEHP Providers may refer Members to Preveon Pharmacy (Phone: (877) 301-0636 or Fax: (909) 494-5582).

E. Members may opt out of the IEHP Diabetes Blood Glucose Management Program and mail order by contacting IEHP Member Services.
11. PHARMACY

M. Insulin Administration Devices and Diabetes Testing Supplies

REFERENCE:

11. PHARMACY

N. IEHP DualChoice Vaccine Coverage

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. Section 202(b) of the Tax Relief and Health Care Act of 2006 (TRHCA) established a permanent policy for payment by Medicare for administration of Part D covered vaccines beginning in 2008. Specifically, the policy states that, effective January 1st, 2008, the administration of a Part D covered vaccine is included in the definition of "covered Part D drug" under the Part D statute.

B. This policy does not affect Part B covered vaccines.

C. The Part D vaccine program generally covers those vaccines not available under Part B. The following vaccines are covered under the Part B Program:
   1. Pneumococcal pneumonia vaccine;
   2. Influenza virus vaccine;
   3. Hepatitis B vaccine for individuals at high or intermediate risk; and
   4. Other vaccines (i.e. tetanus toxoid) when directly related to the treatment of an injury or direct exposure to a disease or condition.

D. IEHP DualChoice Members receive both Part B and D vaccine coverage through IEHP.

E. All Part D covered vaccines are listed in the IEHP DualChoice Formulary. No prior authorization is required for covered Part D vaccines. All covered Part D vaccines are restricted to be used according to the latest Centers for Disease Control and Prevention (CDC) recommended Adult Immunization Schedule found online at http://www.cdc.gov/vaccines/schedules/hcp/adult.html.

PROCEDURES:

A. Members may receive Part D vaccine coverage through one (1) of the following options:
   
   Option 1: Out-of-Network Approaches-IEHP reimburses the Members directly

   Member receives and pays for a Part D covered vaccine through a doctor or other health care Provider (other than the Vaccine Network Pharmacy). Member needs to bring the Part D Vaccine Member Reimbursement Form to the health care Provider, complete all the required information and send the Member Reimbursement Form along with the receipt to IEHP. The deductible, coinsurance and co-pay will apply (See Attachments, “Member Request for Pharmacy Reimbursement – IEHP DualChoice – English” and “Member Request for Pharmacy Reimbursement – IEHP DualChoice- Spanish” in Section 11).
11. PHARMACY

N. IEHP DualChoice Vaccine Coverage

Option 2: Out-of-Network Distribution—Receive vaccination through the physician provider

The physician Provider may submit claims on behalf of the Member when they provide Part D covered vaccines. The Member may also obtain the vaccine from the Pharmacy and transport the vaccine to the Physician’s office for administration. No Member Reimbursement form is required. The deductible, coinsurance and co-pay will apply.

Option 3: In-Network Approaches—Use a Vaccine Network Pharmacy

Pharmacy Providers who register with the Pharmacy Benefit Manager (PBM) as the vaccine Providers may provide service and submit claims online as a single claim (both the vaccine serum and the administration cost). Pharmacy Providers should collect any applicable cost-sharing on the vaccine and its administration. No Member Reimbursement form is required. The Member’s deductible, coinsurance and co-pay will apply.

B. One (1) cost-sharing amount should be applied to both the vaccine ingredient cost and the administration cost, resulting in one (1) co-pay for the Member, if the vaccines are distributed.

C. IEHP’s contracted PBM accepts Part D vaccine administration claims from participating pharmacies in the National Council for Prescription Drug Programs (NCPDP) approved format. IEHP reimburses any Pharmacy that has agreed to provide vaccine administration services.

D. IEHP provides all Members with a vaccine-specific notice that the Members could bring to their physicians. This notice would provide information necessary for a physician to contact IEHP to receive authorization of coverage for a particular vaccine, reimbursement rates, Member cost-sharing to be collected by the physician, and instructions on how to submit the out-of-network claim on the Member’s behalf.

E. IEHP and the contracted PBM will monitor the Part D vaccine claims. When administration is billed separately from the dispensing of the vaccine, IEHP and the contracted PBM will review existing claims for the presence of a vaccine charge. Should no vaccine charge be present in the claim’s history, IEHP will work with the Member to ensure the Member submits a paper receipt for the vaccine and that appropriate reimbursement has been paid.

REFERENCE:

A. Tax Relief and Health Care Act (TRHCA) § 202(b).

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IEHP Provider Policy and Procedure Manual 01/20 MA_11N
Medicare DualChoice Page 2 of 2
11. PHARMACY

O. Best Available Evidence

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. IEHP provides access to Part D drugs at the correct Low-Income Subsidy (LIS) cost-sharing level when presented with evidence of LIS eligibility, even if IEHP’s system and Centers for Medicare and Medicaid Services’ (CMS) systems do not yet reflect that eligibility.

B. IEHP accepts Best Available Evidence (BAE) at point-of-sale (POS) and updates the eligibility system within forty-eight to seventy-two (48-72) hours of the receipt of the documentation.

C. IEHP updates the systems to reflect the LIS status indicated by the BAE and submits a request to CMS for manual update within sixty (60) days if routine reporting does not correct for deemed Members.

D. If the case is urgent, IEHP shall allow a minimum of seventy-two (72) hours’ worth of medications until the case is resolved.

E. This process only applies to Members who are “deemed” eligible for LIS, and may not be used for LIS applicants.

F. CMS defines an institutionalized individual as a Medicare Advantage (MA)-eligible who resides or is expected to reside continuously for ninety (90) days or longer in a long-term care facility that is either a skilled nursing facility (SNF), nursing facility (NF), or SNF/NF. These individuals are considered long-term institutional residents for purposes of determining who can enroll in a special needs plan. The payment for these SNF residents is made under Medicaid throughout a full calendar month. These Members remain deemed for zero co-pay throughout the remainder of the calendar year. IEHP accepts and uses BAE to substantiate the Member’s correct LIS cost-sharing level. The institutionalized Members have an indicator of 3 under the LIS level to return copay of zero.

PROCEDURES:

A. IEHP accepts any one (1) of the following documents to validate the correct LIS cost-sharing level and effective date for Members who should be deemed eligible for LIS 2. The document must show that the Member was eligible for Medicaid (IEHP Medi-Cal) during a month after June of the previous calendar year.

1. A copy of the Member’s Medicaid card which includes the Member’s name and eligibility date;

2. A copy of a state document that confirms active Medicaid status;

3. A print out from the State electronic enrollment file showing Medicaid status;
11. PHARMACY

O. Best Available Evidence

4. A screen print from the State’s Medicaid systems showing Medicaid status;

5. Other documentation provided by the State showing Medicaid status;

6. A report of contact, including the date a verification call was made to the State Medicaid Agency and the name, title and telephone number of the State staff person who verified the Medicaid status;

7. A remittance from a long-term care facility showing Medicaid payment for a full calendar month for that individual;

8. A copy of a state document that confirms Medicaid payment to a long-term care facility for a full calendar month on behalf of the individual;

9. A screen print from the State’s Medicaid systems showing that individual’s institutional status based on at least a full calendar month’s stay for Medicaid payment purposes;

10. Supplemental Security Income (SSI) Notice of Award with an effective date;

11. An Important Information letter from the Social Security Administration (SSA) confirming that the beneficiary is automatically eligible for extra help;

12. An application filed by Deemed Eligible confirming that the beneficiary is “…automatically eligible for extra help…” (SSA publication HI 03094.605); or


B. IEHP accepts any one (1) of the following documents to validate the correct LIS cost-sharing level and effective date for Members who should be deemed eligible for LIS 3. The document must show that the Member was eligible for Medicaid (IEHP Medi-Cal) during a month after June of the previous calendar year.

1. A remittance from the facility showing Medicaid payment for that individual for a month after June of the previous calendar year;

2. A copy of a state Medicaid document showing the individual’s institutional status for a month after June of the previous calendar year;

3. A screen-print from the State’s Medicaid systems showing the individual’s institutional status for a month after June of the previous calendar year;

4. A copy of the Deeming notice – pub. No. 11166 (purple notice);

5. A copy of a State-issued Notice of Action, Notice of Determination, or Notice of Enrollment that includes the beneficiary’s name and Home and Community-Based Services (HCBS) eligibility date during a month after June of the previous calendar year;

6. A copy of a State–approved HCBS Service Plan that includes the beneficiary’s name and effective date beginning during a month after June of the previous calendar year;
11. PHARMACY

O. Best Available Evidence

7. A copy of a State-issued prior authorization approval letter for HCBS that includes the beneficiary’s name and effective date beginning during a month after June of the previous calendar year;

8. Other documentation provided by the State showing HCBS eligibility status during a month after June of the previous calendar year; or

9. A State-issued document, such as a remittance advice, confirming payment for HCBS, including the beneficiary’s name and the dates of HCBS.

REFERENCES:

A. CMS Best Available Evidence (BAE) guidance page, accessible at:
https://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Best_Available_Evidence_Policy.html.

B. Title 42, Code of Federal Regulations §423.800.
11. PHARMACY

P. Member Request for Pharmacy Reimbursement

**APPLIES TO:**

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

**POLICY:**

A. IEHP Members or their appointed representative may submit Direct Member Reimbursement (DMR) requests to IEHP for drugs that the Member believes he or she was incorrectly charged.

B. All DMR requests are subject to the IEHP Coverage Determination (CD) process and will be reviewed against IEHP DualChoice Cal MediConnect Plan Formulary and Prior Authorization Criteria.

**PROCEDURES:**

A. Members must submit a written request for reimbursement and include proof of payment. The Member may, but is not required to, use the Pharmacy Reimbursement Request form (See Attachments, “Member Request for Pharmacy Reimbursement – IEHP DualChoice - English” and “Member Request for Pharmacy Reimbursement – IEHP DualChoice – Spanish” in Section 11).

B. DMR requests may be submitted by the Member, Member’s approved representative, prescribing Physician or another Prescriber. The prescribing Physician may only submit the request on behalf of the Member if they are the Member’s appointed representative (See Attachments, “Appointment of Representative – CMS Form 1696 – English” and “Appointment of Representative – CMS Form 1696 – Spanish” in Section 11).

C. Members are encouraged, but not required, to submit supporting documentation (i.e. pharmacy print out, prescription labels, etc.) with the written request.

D. The DMR request must be submitted within one (1) year from the date of service.

E. IEHP will notify the Member, or the Member’s representative, and the prescribing Physician, or other Prescriber (when applicable), of the decision no later than fourteen (14) calendar days of the date of receipt of the written request.

F. All DMR requests are considered CD requests and are subject to the same evaluation standards. All requests will be evaluated based on the medical necessity. Please see Policy 11G, “Coverage Determination” for more information.

G. IEHP Clinical Pharmacy Staff will make reasonable and diligent efforts to obtain any missing supporting information within the fourteen (14) calendar day timeframe, including outreach to the Pharmacy and/or prescribing Physician, as applicable.

H. If the DMR request is denied by IEHP, the Member, or Member’s representative, and the prescribing Physician, or other Prescriber (when applicable), will receive a denial notification within the fourteen (14) calendar day timeframe (See Attachments, “Denial Letter – IEHP
11.  PHARMACY

P.  Member Request for Pharmacy Reimbursement


I.  If the DMR request is approved, the Member, or Member’s representative, and the prescribing Physician, or other Prescriber (when applicable), will receive an approval notification and the reimbursement check will be mailed directly to the Member by IEHP or its Pharmacy Benefit Manager within the fourteen (14) calendar day timeframe.

REFERENCES:


11. PHARMACY

Q. Pharmacy Disease Therapy Management Program

APPLIES TO:

A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

A. IEHP has Specialty Pharmacy Providers available to provide a Disease Therapy Management Program (DTM) and pharmacy services to IEHP Members who need specialty medications for the following conditions:
   1. Crohn’s Disease;
   2. Diabetes (Blood Glucose Management Program);
   3. Growth Hormone Deficiency;
   4. Hepatitis B;
   5. Hepatitis C;
   6. Hereditary Angioedema (HAE);
   7. Hyperlipidemia (requiring PCSK9 inhibitors);
   8. IVIG Therapy;
   9. Multiple Sclerosis;
   10. Cancer (Oral Chemotherapy);
   11. Psoriasis;
   12. Pulmonary Arterial Hypertension;
   13. Respiratory Syncytial Virus;
   14. Rheumatoid Arthritis;
   15. Ulcerative Colitis; and

B. The purpose of the DTM program is to assist with the prior authorization process, promote appropriate use of drugs according to IEHP Clinical Practice Guidelines, optimize treatment, minimize side effects, increase Member quality of life, decrease overall medical cost, promote drug adherence and report results.

C. Through the monthly clinical survey, pharmacies collect clinical information and alert IEHP of any potential clinical issues. The DTM Specialty Pharmacy provides clinical reports on a quarterly basis detailing DTM specific metrics.

D. The Specialty Pharmacy shall be responsible for all drugs (pharmacy services) under the assigned disease state.
Q. Pharmacy Disease Therapy Management Program

E. Medicare Members may utilize any pharmacy that can obtain the specialty drugs except for the following drugs and situation:
   1. Drugs listed on the Current Drug Shortages Index maintained by the Federal Drug Administration (FDA);
   2. Drugs not available at a network community pharmacy due to manufacturer’s instructions or restrictions;
   3. Drugs subject to risk evaluation or management strategies approved by the FDA; and/or
   4. A special shortage affecting IEHP’s Pharmacy network.

F. DTM program enrollment is voluntary for IEHP DualChoice Members. Members may enroll or disenroll from the DTM program by calling IEHP Member Services Department. The opt out status will be valid until the Member is disenrolled, or until the Member revokes the opt out.

G. Upon dispensing of the first fill of the DTM drug, Members will receive written notice of the DTM program to inform them of their rights to opt out.

H. The following drugs may be exempt from the opt out process:
   1. Drugs listed on the Current Drug Shortage Index maintained by the Food and Drug Administration (FDA);
   2. Drugs not available at the network community pharmacy due to manufacturer’s instructions or restrictions (limited distribution products);
   3. Drugs subject to risk evaluation or management or strategies approved by the FDA; and
   4. A special shortage affecting IEHP’s Pharmacy network.

PURPOSE:
A. To establish a Pharmacy Disease Therapy Management (DTM) Program for high cost or relevant disease states that provides specialized services and drug management.

PROCEDURES:
A. IEHP identifies a Specialty Pharmacy for conditions requiring Specialty Pharmacy Services. A list of DTM Specialty Pharmacies and assigned drugs can be accessed online at www.iehp.org.
B. The DTM Providers must meet or exceed IEHP’s DTM expectation and standard based on each disease management protocol and design.
C. The DTM Providers must communicate findings to IEHP based on the disease management protocol.
D. IEHP Pharmaceutical Services communicates with internal departments based on these findings and manages the Members’ conditions proactively.
11. PHARMACY

Q. Pharmacy Disease Therapy Management Program

E. IEHP presents DTM Program reports to the IEHP Pharmacy & Therapeutics Subcommittee on an annual basis.

F. Upon approval or dispensing of the first fill of a DTM drug, the Member will receive a notification within thirty (30) days explaining the DTM program and their right to opt out, including the toll-free number and the opt out process.

G. Members may call IEHP Member Services Department to enroll or disenroll from the DTM program. The opt out period will expire when the Member is disenrolled from IEHP.

INLAND EMPIRE HEALTH PLAN

<table>
<thead>
<tr>
<th>Chief Approval: Signature on File</th>
<th>Original Effective Date:</th>
<th>January 1, 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Title: Chief Medical Officer</td>
<td>Revision Date:</td>
<td>January 1, 2020</td>
</tr>
</tbody>
</table>
11. PHARMACY

R. Pharmacy Credentialing and Re-Credentialing

APPLIES TO:

A. This policy applies to all Pharmacies in the IEHP Pharmacy network.

POLICY:

A. IEHP delegates all pharmacy credentialing and re-credentialing to a contracted Pharmacy Benefit Management (PBM) company.

B. The contracted PBM must have credentialing and re-credentialing policies and procedures that meet IEHP standards.

C. The contracted PBM must credential all pharmacies prior to inclusion in the IEHP Pharmacy network.

D. The contracted PBM must re-credential all Pharmacies every two (2) years.

PROCEDURES:

A. The contracted PBM is responsible for ensuring that all network Pharmacies are qualified, properly licensed, and maintain appropriate levels of malpractice insurance.

B. The contracted PBM is also responsible for monitoring the performance of all IEHP network Pharmacy Providers and the PBM is responsible for promptly notifying IEHP once the PBM becomes aware of any breach of the contracted Pharmacy’s obligations. The Medicare Advantage (MA) Organizations employing or contracting with health providers have a responsibility to check the sanction list with each new issuance of the list, as they are prohibited from hiring, continuing to employ, or contracting with individuals named on that list. The MA organizations should check the Office of the Inspector General (OIG) Web site at https://oig.hhs.gov/exclusions/index.asp for the listing of excluded providers and entities. This could also include, but is not limited to, the following:

1. License surrender, revocation or suspension;
2. Drug Enforcement Agency (DEA) license surrender, revocation or suspension; and
3. Loss of malpractice insurance.

C. The contracted PBM must re-credential all IEHP network Pharmacy Providers every two (2) years. The PBM must notify IEHP when a pharmacy is terminated from the network (voluntarily or involuntarily) within sixty (60) days after termination.

D. Network Pharmacy Providers must update the credentialing information via IEHP online portal on a bi-annual basis.
11. PHARMACY

R. Pharmacy Credentialing and Re-Credentialing

<table>
<thead>
<tr>
<th>Chief Approval:</th>
<th>Signature on file</th>
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<tbody>
<tr>
<td>Chief Title:</td>
<td>Chief Medical Officer</td>
<td>Revision Date:</td>
<td>January 1, 2019</td>
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</table>
## 11. PHARMACY

### Attachments

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<tr>
<th>DESCRIPTION</th>
<th>POLICY CROSS REFERENCE</th>
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<tbody>
<tr>
<td>Appointment of Representative - CMS Form 1696 – English</td>
<td>11B, 11G, 11P</td>
</tr>
<tr>
<td>Appointment of Representative – CMS Form 1696 – Spanish</td>
<td>11B, 11G, 11P</td>
</tr>
<tr>
<td>Coverage Determination Form - Provider and Member – English</td>
<td>11B, 11F, 11G, 11M</td>
</tr>
<tr>
<td>Coverage Determination Form - Provider and Member – Spanish</td>
<td>11B, 11F, 11G, 11M</td>
</tr>
<tr>
<td>Member Request for Pharmacy Reimbursement – IEHP DualChoice – English</td>
<td>11N, 11P</td>
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<tr>
<td>Member Request for Pharmacy Reimbursement – IEHP DualChoice – Spanish</td>
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<tr>
<td>Notice of Case Status - English</td>
<td>11G</td>
</tr>
<tr>
<td>Notice of Case Status - Spanish</td>
<td>11G</td>
</tr>
<tr>
<td>Notice of Formulary Change – English</td>
<td>11A, 11G</td>
</tr>
<tr>
<td>Notice of Formulary Change – Spanish</td>
<td>11A, 11G</td>
</tr>
<tr>
<td>Notice of Right to an Expedited Grievance – Pharmacy - English</td>
<td>11G</td>
</tr>
<tr>
<td>Notice of Right to an Expedited Grievance – Pharmacy - Spanish</td>
<td>11G</td>
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<tr>
<td>Part D Excluded Provider Letter - English</td>
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<tr>
<td>Part D Excluded Provider Letter - Spanish</td>
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<tr>
<td>Prescription Drug Prior Authorization or Step Therapy Exception Request Form</td>
<td>11B, 11G</td>
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<tr>
<td>Prescription Transition Notice – English</td>
<td>11L</td>
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<tr>
<td>Prescription Transition Notice – Spanish</td>
<td>11L</td>
</tr>
<tr>
<td>Request for Addition or Deletion of a Drug to the Formulary</td>
<td>11A</td>
</tr>
</tbody>
</table>
Appointment of Representative

**Section 1: Appointment of Representative**

To be completed by the party seeking representation (i.e., the Medicare beneficiary, the provider or the supplier):

I appoint this individual, __________________, to act as my representative in connection with my claim or asserted right under Title XVIII of the Social Security Act (the Act) and related provisions of Title XI of the Act. I authorize this individual to make any request; to present or to elicit evidence; to obtain appeals information; and to receive any notice in connection with my claim, appeal, grievance or request wholly in my stead. I understand that personal medical information related to my request may be disclosed to the representative indicated below.

<table>
<thead>
<tr>
<th>Signature of Party Seeking Representation</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address</td>
<td>Phone Number (with Area Code)</td>
</tr>
<tr>
<td>City</td>
<td>State</td>
</tr>
<tr>
<td>Email Address (optional)</td>
<td></td>
</tr>
</tbody>
</table>

**Section 2: Acceptance of Appointment**

To be completed by the representative:

I, __________________, hereby accept the above appointment. I certify that I have not been disqualified, suspended, or prohibited from practice before the Department of Health and Human Services (HHS); that I am not, as a current or former employee of the United States, disqualified from acting as the party’s representative; and that I recognize that any fee may be subject to review and approval by the Secretary.

I am a / an ____________________________

(Professional status or relationship to the party, e.g. attorney, relative, etc.)

<table>
<thead>
<tr>
<th>Signature of Representative</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address</td>
<td>Phone Number (with Area Code)</td>
</tr>
<tr>
<td>City</td>
<td>State</td>
</tr>
<tr>
<td>Email Address (optional)</td>
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</tr>
</tbody>
</table>

**Section 3: Waiver of Fee for Representation**

Instructions: This section must be completed if the representative is required to, or chooses to, waive their fee for representation. (Note that providers or suppliers that are representing a beneficiary and furnished the items or services may not charge a fee for representation and must complete this section.)

I waive my right to charge and collect a fee for representing __________________ before the Secretary of HHS.

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

**Section 4: Waiver of Payment for Items or Services at Issue**

Instructions: Providers or suppliers serving as a representative for a beneficiary to whom they provided items or services must complete this section if the appeal involves a question of liability under section 1879(a)(2) of the Act. (Section 1879(a)(2) generally addresses whether a provider/supplier or beneficiary did not know, or could not reasonably be expected to know, that the items or services at issue would not be covered by Medicare.) I waive my right to collect payment from the beneficiary for the items or services at issue in this appeal if a determination of liability under §1879(a)(2) of the Act is at issue.

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
Charging of Fees for Representing Beneficiaries before the Secretary of HHS

An attorney, or other representative for a beneficiary, who wishes to charge a fee for services rendered in connection with an appeal before the Secretary of HHS (i.e., an Administrative Law Judge (ALJ) hearing or attorney adjudicator review by the Office of Medicare Hearings and Appeals (OMHA), Medicare Appeals Council review, or a proceeding before OMHA or the Medicare Appeals Council as a result of a remand from federal district court) is required to obtain approval of the fee in accordance with 42 CFR 405.910(f).

The form, “Petition to Obtain Representative Fee” elicits the information required for a fee petition. It should be completed by the representative and filed with the request for ALJ hearing, OMHA review, or request for Medicare Appeals Council review. Approval of a representative’s fee is not required if: (1) the appellant being represented is a provider or supplier; (2) the fee is for services rendered in an official capacity such as that of legal guardian, committee, or similar court appointed representative and the court has approved the fee in question; (3) the fee is for representation of a beneficiary in a proceeding in federal district court; or (4) the fee is for representation of a beneficiary in a redetermination or reconsideration. If the representative wishes to waive a fee, he or she may do so. Section III on the front of this form can be used for that purpose. In some instances, as indicated on the form, the fee must be waived for representation.

Approval of Fee

The requirement for the approval of fees ensures that a representative will receive fair value for the services performed before HHS on behalf of a beneficiary, and provides the beneficiary with a measure of security that the fees are determined to be reasonable. In approving a requested fee, OMHA or Medicare Appeals Council will consider the nature and type of services rendered, the complexity of the case, the level of skill and competence required in rendition of the services, the amount of time spent on the case, the results achieved, the level of administrative review to which the representative carried the appeal and the amount of the fee requested by the representative.

Conflict of Interest

Sections 203, 205 and 207 of Title XVIII of the United States Code make it a criminal offense for certain officers, employees and former officers and employees of the United States to render certain services in matters affecting the Government or to aid or assist in the prosecution of claims against the United States. Individuals with a conflict of interest are excluded from being representatives of beneficiaries before HHS.

Where to Send This Form

Send this form to the same location where you are sending (or have already sent) your: appeal if you are filing an appeal, grievance or complaint if you are filing a grievance or complaint, or an initial determination or decision if you are requesting an initial determination or decision. If additional help is needed, contact 1-800-MEDICARE (1-800-633-4227) or your Medicare plan. TTY users please call 1-877-486-2048.

You have the right to get Medicare information in an accessible format, like large print, Braille, or audio. You also have the right to file a complaint if you believe you’ve been discriminated against. Visit https://www.cms.gov/about-cms/agency-Information/aboutwebsite/cmsnondiscriminationnotice.html, or call 1-800-MEDICARE (1-800-633-4227) for more information.
### Nombramiento de un Representante

<table>
<thead>
<tr>
<th>Nombre de la Parte</th>
<th>Numero de Medicare (beneficiario como parte) o identificador Nacional del Proveedor (proveedor o suplidor como parte)</th>
</tr>
</thead>
</table>

#### Sección 1: Nombramiento de un Representante

Para ser completado por la parte que busca representación (i.e., el beneficiario de Medicare, el proveedor o suplidor):

Yo nombro a ___________________________ para actuar como representante en relación con mi reclamación o derecho en virtud del título XVIII de la Ley del Seguro Social (la Ley) y sus disposiciones relacionadas al título XI de la Ley. Autorizo a este individuo a realizar cualquier solicitud; presentar u obtener pruebas; obtener información sobre apelaciones; y recibir toda notificación sobre mi reclamación, apelación, queja o solicitud en mi representación. Entiendo que podría divulgarse la información médica personal sobre mi solicitud al representante indicado a continuación.

<table>
<thead>
<tr>
<th>Firma de la Parte Solicitando Representación</th>
<th>Fecha</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dirección</td>
<td>Número de teléfono (con código de área)</td>
</tr>
<tr>
<td>Ciudad</td>
<td>Estado</td>
</tr>
<tr>
<td>Correo electrónico (opcional)</td>
<td></td>
</tr>
</tbody>
</table>

#### Sección 2: Aceptación del Nombramiento

Para ser completado por el representante:

Yo, ___________________________, acepto por la presente el nombramiento antes mencionado. Certifico que no se me ha descalificado, suspendido o prohibido mi desempeño profesional ante el Departamento de Salud y Servicios Humanos (HHS en inglés); que no estoy en calidad de empleado actual o anteriormente de los Estados Unidos, descalificado para actuar como representante del participante; y que reconozco que todo honorario podría estar sujeto a revisión y aprobación de la Secretaría.

Me desempeño como ___________________________ (Situación profesional o relación con la parte, por ejemplo: abogado, pariente, etc.)

<table>
<thead>
<tr>
<th>Firma del representante</th>
<th>Fecha</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dirección</td>
<td>Número de teléfono (con código de área)</td>
</tr>
<tr>
<td>Ciudad</td>
<td>Estado</td>
</tr>
<tr>
<td>Correo electrónico (opcional)</td>
<td></td>
</tr>
</tbody>
</table>

#### Sección 3: Renuncia al Cobro de Honorarios por Representación

Instrucciones: El representante debe completar esta sección si se lo requieren o si renuncia al cobro de honorarios por representación. (Los proveedores o suplidores que representen a un beneficiario y le hayan brindado artículos o servicios no pueden cobrar honorarios por representación y deben completar esta sección). Renuncio a mi derecho de cobrar un honorario por representar a ___________________________ ante el Secretario(a) del HHS.

<table>
<thead>
<tr>
<th>Firma</th>
<th>Fecha</th>
</tr>
</thead>
</table>

#### Sección 4: Renuncia al Pago por Artículos o Servicios en Cuestión

Instrucciones: Los proveedores o suplidores que actúan como representantes de beneficiarios a los que les brindaron artículos o servicios deben completar esta sección si la apelación involucra un tema de responsabilidad en virtud de la sección 1879(a)(2) de la Ley. (La sección 1879(a)(2) en general se aborda si un proveedor, suplidor o beneficiario no tenía conocimiento o no se podía esperar razonablemente que supiera que los artículos o servicios en cuestión no estarían cubiertos por Medicare).
Cobro de Honorarios por Representación de Beneficiarios ante el Secretario(a) del HHS

Un abogado u otro representante de un beneficiario, que desee cobrar un honorario por los servicios prestados en relación con una apelación ante el Secretario(a) del HHS (i.e., una audiencia con un Juez de Derecho Administrativo (ALJ en inglés) o la revisión de un abogado adjudicador por la Oficina de Audiencias y Apelaciones de Medicare (OMHA en inglés), una revisión con el Consejo de Apelaciones de Medicare o un proceso ante OMHA o el Consejo de Apelaciones de Medicare como resultado de una orden de remisión de la Corte de Distrito Federal) debe por ley obtener aprobación para recibir un honorario de acuerdo con 42 CFR §405.910(f).

Mediante este formulario, “Solicitud para Obtener un Honorario por Concepto de Representación” se obtiene la información necesaria para solicitar el pago de honorario. Debe ser completado por el representante y presentado con la solicitud para audiencia con el ALJ revisión de OMHA o revisión del Consejo de Apelaciones de Medicare. La aprobación de honorarios para el representante no es necesaria si: (1) el apelante es representado por un proveedor o suplidor; (2) prestados en calidad oficial como un tutor legal, comité o cargo similar representante designado por el tribunal y con la aprobación del tribunal del honorario en cuestión; (3) el honorario es por representación del beneficiario ante la corte de distrito federal; o (4) el honorario es por representación del beneficiario en una redeterminación o reconsideración. Si el representante desea renunciar al cobro de un honorario, puede hacerlo. La sección 3 en la primera página de este formulario puede usarse para ese propósito. En algunas instancias, según se indica en el formulario, no se cobrará el honorario por concepto de representación.

Aprobación de Honorarios

El requisito para la aprobación de honorarios garantiza que el representante recibirá una remuneración justa por los servicios prestados ante HHS en nombre de un beneficiario y brinda al beneficiario la seguridad de que los honorarios sean razonables. Para la aprobación de un honorario solicitado, OMHA o el Consejo de Apelaciones de Medicare considera la clase y el tipo de servicios prestados, la complejidad del caso, el nivel de pericia y capacidad necesaria para la prestación de servicios, la cantidad de tiempo dedicado al caso, los resultados alcanzados, el nivel de revisión administrativa al cual el representante llevó la apelación y el monto del honorario solicitado por el representante.

Conflicto de Interés

Las secciones 203, 205 y 207 del título XVIII del Código de Estados Unidos consideran como un delito penal cuando ciertos funcionarios, empleados y antiguos funcionarios y empleados de los Estados Unidos prestan ciertos servicios en temas que afectan al Gobierno, ayudan o asisten en el procesamiento de reclamaciones contra los Estados Unidos. Los individuos con un conflicto de interés quedarán excluidos de ser representantes de los beneficiarios ante HHS.

Dónde Enviar este Formulario

Envíe este formulario al mismo lugar que está enviando (o ha enviado) su: apelación si está solicitando una apelación, queja o protesta si está solicitando una queja o protesta, o determinación o decisión inicial si está solicitando una determinación o decisión inicial. Si necesita ayuda, comuníquese con 1-800-MEDICARE (1-800-633-4227) o con su plan de Medicare. Usuarios TTY debe llamar al 1-877-486-2048.

Usted tiene derecho a obtener la información de Medicare en un formato accesible, como en letra grande, Braille o audio. También tiene el derecho de presentar una queja si piensa que ha sido discriminado. Visite https://www.cms.gov/about/cms/agency-information/aboutwebsite/cmsnondiscriminationnotice.html o llame al 1-800-MEDICARE para más información.
SOLICITUD DE DETERMINACIÓN DE COBERTURA DE MEDICAMENTOS RECETADOS DE MEDICARE

Puede enviarnos este formulario por correo o por fax:

Dirección: Número de Fax:
P.O. Box 1800 (909) 890-5748
Rancho Cucamonga, CA 91729-1800

Usted también puede solicitarnos una determinación de cobertura por teléfono llamando al 1-877-273-IEHP (4347), 8am – 8pm (Hora del Pacífico), los 7 días de la semana, incluidos los días festivos, o a través de nuestro sitio web en www.iehp.org. Los usuarios de TTY deben llamar al 1-800-718-4347.

Quién Puede Realizar una Solicitud: El profesional que receta puede solicitarnos una determinación de cobertura en nombre de usted. Si usted desea que otra persona (como un familiar o un amigo) realice una solicitud por usted, esa persona debe ser su representante. Comuníquese con nosotros para obtener información sobre cómo designar a un representante.

Información sobre el Afiliado

<table>
<thead>
<tr>
<th>Nombre del Afiliado</th>
<th>Fecha de nacimiento</th>
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Dirección del Afiliado

<table>
<thead>
<tr>
<th>Ciudad</th>
<th>Estado</th>
<th>Código Postal</th>
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Teléfono N.º de Identificación de Miembro del Afiliado

Complete la siguiente sección ÚNICAMENTE si quien realiza esta solicitud no es el afiliado ni el profesional que receta:

<table>
<thead>
<tr>
<th>Nombre del Solicitante</th>
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<table>
<thead>
<tr>
<th>Relación del Solicitante con el Afiliado</th>
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Dirección

<table>
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<th>Estado</th>
<th>Código Postal</th>
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</tbody>
</table>

Teléfono

Documentación de representación para solicitudes realizadas por una persona que no sea el afiliado o el profesional que receta al afiliado:

Adjunte documentación que demuestre la autorización para representar al afiliado (un Formulario de Autorización de Representación CMS-1696 completado o un documento equivalente escrito). Para obtener más información sobre cómo designar a un representante, comuníquese con su plan o al llame al 1-800-Medicare.

©2019 Inland Empire Health Plan. Todos los derechos reservados. H5355_CMC_19_1274990 Accepted
Nombre del medicamento recetado que solicita (si es posible, incluya la concentración y la cantidad solicitada por mes):

<table>
<thead>
<tr>
<th>Tipo de Solicitud de Determinación de Cobertura</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Necesito un medicamento que no está en la lista de medicamentos cubiertos del plan (excepción a la lista de medicamentos cubiertos).*</td>
</tr>
<tr>
<td>☐ Estuve usando un medicamento que anteriormente estaba incluido en la lista de medicamentos cubiertos del plan, pero se retirado o se retiró de esta lista durante el año del plan (excepción a la lista de medicamentos cubiertos).*</td>
</tr>
<tr>
<td>☐ Solicito la autorización previa para el medicamento que el profesional me recetó.*</td>
</tr>
<tr>
<td>☐ Solicito una excepción al requisito de que pruebe con otro medicamento antes de obtener el medicamento que el profesional me recetó (excepción a la lista de medicamentos cubiertos).*</td>
</tr>
<tr>
<td>☐ Solicito una excepción al límite del plan en la cantidad de pastillas (límite de cantidad) que puedo recibir para poder obtener la cantidad de pastillas que el profesional me recetó (excepción a la lista de medicamentos cubiertos).*</td>
</tr>
<tr>
<td>☐ Mi plan de medicamentos cobra un copago más alto por el medicamento que el profesional me recetó de lo que cobra por otro medicamento que trata mi condición, y quiero pagar el copago más bajo (excepción al nivel).*</td>
</tr>
<tr>
<td>☐ Estuve usando un medicamento que anteriormente estaba incluido en un nivel de copago más bajo, pero se pasará o se pasó a un nivel de copago más alto (excepción al nivel).*</td>
</tr>
<tr>
<td>☐ Mi plan de medicamentos me cobró un copago más alto por un medicamento de lo que debería haber cobrado.</td>
</tr>
<tr>
<td>☐ Deseo que me reembolsen un medicamento recetado cubierto que pagué de mi bolsillo.</td>
</tr>
</tbody>
</table>

*NOTA: Si usted solicita una excepción a la lista de medicamentos cubiertos o al nivel, su profesional que receta DEBE proporcionar una declaración que respalde su solicitud. Las solicitudes que están sujetas a autorización previa (o a cualquier otro requisito de administración de la utilización) pueden requerir información de respaldo. Su profesional que receta puede usar la “Información de Respaldo para una Solicitud de Excepción o Autorización Previa” adjunta para respaldar su solicitud.
Información adicional que debamos considerar (adjunte cualquier documento de respaldo):

Nota Importante: Decisiones Aceleradas

Si usted o el profesional que receta consideran que una espera de 72 horas para una decisión estándar podría afectar gravemente su vida, su salud o su capacidad para recuperar una función por completo, usted puede solicitar una decisión acelerada (rápida). Si el profesional que receta indica que una espera de 72 horas podría afectar gravemente su salud, automáticamente le informaremos de nuestra decisión dentro de las 24 horas. Si usted no obtiene el respaldo de el profesional que receta para una solicitud acelerada, nosotros decidiremos si su caso requiere una decisión rápida. No puede solicitar una determinación de cobertura acelerada si nos está pidiendo que le reembolsemos un medicamento que ya recibió.

☐ MARQUE ESTA CASILLA SI CREE QUE NECESITA UNA DECISIÓN DENTRO DE LAS 24 HORAS (si tiene una declaración de respaldo de el profesional que receta, adjúntela a esta solicitud).

<table>
<thead>
<tr>
<th>Firma:</th>
<th>Fecha:</th>
</tr>
</thead>
</table>

Información de Respaldo para una Solicitud de Excepción o Autorización Previa

Las solicitudes de EXCEPCIÓN A LA LISTA DE MEDICAMENTOS CUBIERTOS y AL NIVEL no pueden procesarse sin una declaración de respaldo de el profesional que receta. Las solicitudes de AUTORIZACIÓN PREVIA pueden requerir información de respaldo.

☐ SOLICITUD DE REVISIÓN ACCELERADA: Al marcar esta casilla y firmar a continuación, certifico que aplicar el plazo de revisión estándar de 72 horas podría poner en grave peligro la vida o la salud del afiliado o la capacidad del afiliado de recuperar las funciones por completo.

<table>
<thead>
<tr>
<th>Información sobre el Profesional que Receta</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nombre</td>
</tr>
<tr>
<td>Dirección</td>
</tr>
<tr>
<td>Ciudad</td>
</tr>
<tr>
<td>Teléfono del consultorio</td>
</tr>
<tr>
<td>Firma del Profesional que Receta</td>
</tr>
</tbody>
</table>
### Diagnóstico e Información Médica

<table>
<thead>
<tr>
<th>Medicamento:</th>
<th>Concentración y Vía de Administración:</th>
<th>Frecuencia:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fecha de Inicio:</td>
<td>Duración Prevista del Tratamiento:</td>
<td>Cantidad por 30 días</td>
</tr>
<tr>
<td>☐ NUEVO INICIO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Estatura/Peso:</td>
<td>Alergias a Medicamentos:</td>
<td></td>
</tr>
</tbody>
</table>

**DIAGNÓSTICO:** Por favor, indique todos los diagnósticos que se tratarán con el medicamento solicitado y los códigos de Clasificación Internacional de Enfermedades ICD-10 correspondientes. (Si la condición que se tratará con el medicamento solicitado es un síntoma, p. ej., anorexia, pérdida de peso, falta de aire, dolor en el pecho, náuseas, etc., proporcione el diagnóstico que causa el/los síntoma/s si es posible)

<table>
<thead>
<tr>
<th>Código/s ICD-10</th>
</tr>
</thead>
</table>

**Otros DIAGNÓSTICOS RELEVANTES:**

<table>
<thead>
<tr>
<th>Código/s ICD-10</th>
</tr>
</thead>
</table>

**HISTORIAL DE MEDICAMENTOS:** (para el tratamiento de la/s condición/condiciones que requieren el medicamento solicitado)

| MEDICAMENTOS PROBADOS (si el límite de cantidad es un problema, indique la unidad de dosis/dosis diaria total probada) | FECHAS de Pruebas de Medicamentos | RESULTADOS de pruebas de medicamentos anteriores
FALTA DE EFICACIA frente a INTOLERANCIA (explique) |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

¿Cuál es el régimen actual de medicamentos del afiliado para la/s condición/condiciones que requiere/n el medicamento solicitado?

### SEGURIDAD DEL MEDICAMENTO

<table>
<thead>
<tr>
<th>¿Alguna CONTRAINDICACIÓN OBSERVADA POR LA FDA para el medicamento solicitado?</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Sí ☐ NO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>¿Alguna inquietud por una INTERACCIÓN DE MEDICAMENTOS al agregar el medicamento solicitado al régimen actual de medicamentos del afiliado?</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Sí ☐ NO</td>
</tr>
</tbody>
</table>

Sí la respuesta a cualquiera de las dos preguntas indicadas arriba es sí, por favor, 1) explique el problema, 2) analice los beneficios frente a los posibles riesgos a pesar de la inquietud indicada, y 3) el plan de control para garantizar la seguridad
### ADMINISTRACIÓN DE MEDICAMENTOS DE ALTO RIESGO EN ADULTOS MAYORES

Si el afiliado tiene más de 65 años, ¿considera usted que los beneficios del tratamiento con el medicamento solicitado superan los posibles riesgos en este adulto mayor?

- [ ] SÍ
- [ ] NO

### OPIOIDES – (por favor, complete las siguientes preguntas si el medicamento solicitado es un opioide)

<table>
<thead>
<tr>
<th>Pregunta</th>
<th>Respuesta</th>
</tr>
</thead>
<tbody>
<tr>
<td>¿Cuál es la Dosis Equivalente de Morfina (Morphine Equivalent Dose, MED) acumulada?</td>
<td>mg/día</td>
</tr>
<tr>
<td>¿Conoce a otros profesionales que receten opioides para este afiliado?</td>
<td>[ ] SÍ  [ ] NO</td>
</tr>
<tr>
<td>Si es así, por favor, explique.</td>
<td></td>
</tr>
<tr>
<td>¿La dosis MED diaria indicada es médicamente necesaria?</td>
<td>[ ] SÍ  [ ] NO</td>
</tr>
<tr>
<td>¿Una dosis MED diaria total más baja sería insuficiente para controlar el dolor que presenta el afiliado?</td>
<td>[ ] SÍ  [ ] NO</td>
</tr>
</tbody>
</table>
FUNDAMENTO DE LA SOLICITUD

☐ Medicamento/s alternativo/s contraindicado/s o probado/s anteriormente, pero con resultado adverso, p. ej., toxicidad, alergia o falta de eficacia terapéutica [Especifique a continuación si aún no se indicó en la sección HISTORIAL DE MEDICAMENTOS anterior en el formulario: (1) Medicamento/s probado/s y resultados de la/s prueba/s de medicamentos (2) si el resultado es adverso, enumere el/los medicamento/s y el resultado adverso de cada uno, (3) si se trata de falta de eficacia terapéutica, indique la dosis máxima y la duración del tratamiento para el/los medicamento/s probado/s, (4) si tiene contraindicaciones, por favor, indique el motivo específico por el que el/los medicamento/s preferido/s u otro/s medicamento/s de la lista de medicamentos cubiertos está/n contraindicado/s]

☐ El paciente se encuentra estable con el/los medicamento/s actual/es; alto riesgo de resultado clínico adverso significativo con cambio de medicamento Se requiere una explicación específica de cualquier resultado clínico adverso significativo anticipado y por qué se esperaría un resultado adverso significativo, p. ej., la condición ha sido difícil de controlar (se probaron muchos medicamentos, se requieren múltiples medicamentos para controlar la condición), el paciente obtuvo un resultado adverso significativo cuando la condición no se controló previamente (p. ej., hospitalización o visitas médicas frecuentes o para casos agudos, ataque cardíaco, derrame cerebral, caídas, limitación significativa del estado funcional, dolor excesivo y sufrimiento), etc.

☐ Necesidad médica para una formulación diferente de la dosis y/o dosis más alta [Especifique a continuación: (1) Formulación/Formulaciones de dosis y/o dosis probadas y resultado de la/s prueba/s de medicamentos; (2) explique el motivo médico (3) incluya por qué la dosis de menor frecuencia con una concentración más alta no es una opción —si existe una concentración más alta—]

☐ Solicitud de excepción a la lista de medicamentos cubiertos o al nivel Especifique a continuación si no se indicó en la sección HISTORIAL DE MEDICAMENTOS antes en el formulario: (1) medicamento/s preferido/s o de la lista de medicamentos cubiertos probado/s y resultados de la/s prueba/s de medicamentos (2) si el resultado es adverso, enumere el/los medicamento/s y el resultado adverso de cada uno, (3) si se trata de falta de eficacia terapéutica/no tan eficaz como el medicamento solicitado, indique la dosis máxima y la duración del tratamiento para el/los medicamento/s probado/s, (4) si tiene contraindicaciones, por favor, indique el motivo específico de por qué el/los medicamento/s preferido/s u otro/s medicamento/s de la lista de medicamentos cubiertos está/n contraindicado/s]

☐ Otro (explique a continuación)

Explicación Requerida
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
REQUEST FOR MEDICARE PRESCRIPTION DRUG COVERAGE DETERMINATION

This form may be sent to IEHP DualChoice Cal MediConnect Plan (Medicare - Medicaid Plan) by mail or fax:

<table>
<thead>
<tr>
<th>Address</th>
<th>Fax Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>P.O. Box 1800</td>
<td>909-890-2058</td>
</tr>
<tr>
<td>Rancho Cucamonga, CA 91729-1800</td>
<td></td>
</tr>
</tbody>
</table>

You may also ask us for a coverage determination by phone at IEHP DualChoice Member Services 1-877-273-IEHP (4347), 8am – 8pm (PST), 7 days a week, including holidays. TTY users should call 1-800-718-4347 or through our website at www.iehp.org.

**Who May Make a Request:** Your prescriber may ask us for a coverage determination on your behalf. If you want another individual (such as a family member or friend) to make a request for you, that individual must be your representative. Contact us to learn how to name a representative.

**Enrollee’s Information**

<table>
<thead>
<tr>
<th>Enrollee’s Name</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Enrollee’s Address</th>
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</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
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<td></td>
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<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone</th>
<th>Enrollee’s Member ID #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Complete the following section ONLY if the person making this request is not the enrollee or prescriber:

<table>
<thead>
<tr>
<th>Requestor’s Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requestor’s Relationship to Enrollee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Representation documentation for requests made by someone other than enrollee or the enrollee’s prescriber:**
Attach documentation showing the authority to represent the enrollee (a completed Authorization of Representation Form CMS-1696 or a written equivalent). For more information on appointing a representative, contact your plan or 1-800-Medicare.

<table>
<thead>
<tr>
<th>Type of Coverage Determination Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ I need a drug that is not on the plan’s list of covered drugs (formulary exception).*</td>
</tr>
<tr>
<td>☐ I have been using a drug that was previously included on the plan’s list of covered drugs, but is being removed or was removed from this list during the plan year (formulary exception).*</td>
</tr>
<tr>
<td>☐ I request prior authorization for the drug my prescriber has prescribed.*</td>
</tr>
<tr>
<td>☐ I request an exception to the requirement that I try another drug before I get the drug my prescriber prescribed (formulary exception).*</td>
</tr>
<tr>
<td>☐ I request an exception to the plan’s limit on the number of pills (quantity limit) I can receive so that I can get the number of pills my prescriber prescribed (formulary exception).*</td>
</tr>
<tr>
<td>☐ My drug plan charges a higher copayment for the drug my prescriber prescribed than it charges for another drug that treats my condition, and I want to pay the lower copayment (tiering exception).*</td>
</tr>
<tr>
<td>☐ I have been using a drug that was previously included on a lower copayment tier, but is being moved to or was moved to a higher copayment tier (tiering exception).*</td>
</tr>
<tr>
<td>☐ My drug plan charged me a higher copayment for a drug than it should have.</td>
</tr>
<tr>
<td>☐ I want to be reimbursed for a covered prescription drug that I paid for out of pocket.</td>
</tr>
</tbody>
</table>

*NOTE: If you are asking for a formulary or tiering exception, your prescriber MUST provide a statement supporting your request. Requests that are subject to prior authorization (or any other utilization management requirement), may require supporting information. Your prescriber may use the attached “Supporting Information for an Exception Request or Prior Authorization” to support your request.

Additional information we should consider *(attach any supporting documents)*:
If you or your prescriber believe that waiting 72 hours for a standard decision could seriously harm your life, health, or ability to regain maximum function, you can ask for an expedited (fast) decision. If your prescriber indicates that waiting 72 hours could seriously harm your health, we will automatically give you a decision within 24 hours. If you do not obtain your prescriber's support for an expedited request, we will decide if your case requires a fast decision. You cannot request an expedited coverage determination if you are asking us to pay you back for a drug you already received.

☐ CHECK THIS BOX IF YOU BELIEVE YOU NEED A DECISION WITHIN 24 HOURS (if you have a supporting statement from your prescriber, attach it to this request).

**Important Note: Expedited Decisions**

<table>
<thead>
<tr>
<th>Signature of person requesting the coverage determination (the enrollee, or the enrollee’s prescriber or representative):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature</td>
<td>Date</td>
</tr>
</tbody>
</table>

**Supporting Information for an Exception Request or Prior Authorization**

FORMULARY and TIERING EXCEPTION requests cannot be processed without a prescriber’s supporting statement. PRIOR AUTHORIZATION requests may require supporting information.

☐ REQUEST FOR EXPEDITED REVIEW: By checking this box and signing below, I certify that applying the 72 hour standard review timeframe may seriously jeopardize the life or health of the enrollee or the enrollee’s ability to regain maximum function.

<table>
<thead>
<tr>
<th>Prescriber’s Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>State</td>
</tr>
</tbody>
</table>
IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) is a Health Plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.
**Important:** This notice explains your right to appeal our decision. Read this notice carefully. If you need help, you can call one of the numbers listed on the last page under “Get help & more information.”

---

**NOTICE OF DENIAL OF MEDICARE PART D PRESCRIPTION DRUG COVERAGE**

<table>
<thead>
<tr>
<th>Date: &lt;Decision at&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollee's Name:</td>
</tr>
<tr>
<td>&lt;Member Name&gt;</td>
</tr>
</tbody>
</table>

**Your request was denied**
We have denied coverage or payment under your Medicare Part D benefit for the following prescription drug(s) that you or your prescriber requested:

Reference Number: <Rx Case Number>

<Drug name>, <Quantity>

**Why did we deny your request?**

We denied this request under Medicare Part D because:

<Letter Template>

---

You should share a copy of this decision with your prescriber so you and your prescriber can discuss next steps. If your prescriber requested coverage on your behalf, we have shared this decision with your prescriber.
What If I Don’t Agree With This Decision?

You have the right to appeal. If you want to appeal, you must request your appeal within 60 calendar days after the date of this notice. We can give you more time if you have a good reason for missing the deadline. You have the right to ask us for a formulary exception if you believe you need a drug that is not on our list of covered drugs (formulary). You have the right to ask us for a coverage rule exception if you believe a rule such as prior authorization or a quantity limit should not apply to you. You can either provide information that shows that you meet the coverage rule that applies to the drug you are requesting or you can ask for a coverage rule exception. You can ask for a tiering exception if you believe you should get a drug at a lower cost-sharing amount. Your prescriber must provide a statement to support your exception request.

Who May Request an Appeal?

You, your prescriber, or your representative may request an expedited (fast) or standard appeal. You can name a relative, friend, advocate, attorney, doctor, or someone else to be your representative. Others may already be authorized under State law to be your representative.

You can call us at: 1-877-273-IEHP (4347); 8am – 8pm (PST) 7 days a week, including holidays, to learn how to appoint a representative. If you have a hearing or speech impairment, please call us at TTY: 1-800-718-4347.

IMPORTANT INFORMATION ABOUT YOUR APPEAL RIGHTS

There Are Two Kinds of Appeals You Can Request

Expedited (72 hours): You, your prescriber, or your representative can request an expedited (fast) appeal if you or your prescriber believe that your health could be seriously harmed by waiting up to 7 days for a decision. You cannot request an expedited appeal if you are asking us to pay you back for a prescription drug you already received. If your request to expedite is granted, we must give you a decision no later than 72 hours after we get your appeal.

☐ If your prescriber asks for an expedited appeal for you, or supports you in asking for one, and indicates that waiting for 7 days could seriously harm your health, we will automatically expedite your appeal.

☐ If you ask for an expedited appeal without support from your prescriber, we will decide if your health requires an expedited appeal. We will notify you if we do not give you an expedited appeal and we will decide your appeal within 7 days.

Standard (7 days): You, your prescriber, or your representative can request a standard appeal. We must give you a decision no later than 7 days after we get your appeal.

What Do I Include with My Appeal Request?

You should include your name, address, Member number, the reasons for appealing, and any evidence you wish to attach. Remember, your doctor must provide us with a supporting statement if you're requesting an exception to a coverage rule. You should include information about why the coverage rule should not apply to you because of your specific medical condition. If your appeal relates to a decision by us to deny a drug that is not on our formulary, your prescriber must indicate that all the
drugs on any tier of our formulary would not be as effective to treat your condition as the requested off-formulary drug or would harm your health.

How Do I Request an Appeal?

For an Expedited Appeal: You, your prescriber, or your representative should contact us by telephone or fax at the numbers below:

Phone: Toll Free: 1-877-273-IEHP (4347); TTY users call: 1-800-718-4347
Fax: (909) 890-5748

For a Standard Appeal: You, your prescriber, or your representative should mail or deliver your written appeal request to the address below:

IEHP DualChoice
Grievance Department
P.O. Box 1800
Rancho Cucamonga, CA  91729-1800

What Happens Next?

If you appeal, we will review your case and give you a decision. If any of the prescription drugs you requested are still denied, you can request an independent review of your case by a reviewer outside of your Medicare Drug Plan. If you disagree with that decision, you will have the right to further appeal. You will be notified of your appeal rights if this happens.

Get help & more information

- IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan)
  Toll Free: 1-877-273-IEHP (4347); TTY users call: 1-800-718-4347
  8am – 8pm (PST), 7 days a week, including holidays. Website: www.iehp.org
- 1-800-MEDICARE (1-800-633-4227), 24 hours, 7 days a week. TTY users call: 1-877-486-2048
- Medicare Rights Center: 1-888-HMO-9050
- Elder Care Locator: 1-800-677-1116
- State Health Insurance Program National Technical Assistance Center: 1-877-839-2675

PRA Disclosure Statement  According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this collection is 0938-0976. The time required to complete this information collection is estimated to average 30 minutes per response, including the time to review instructions, search existing data resources, and gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Baltimore, Maryland 21244-1850.

CMS does not discriminate in its programs and activities: To request this form in an accessible format (e.g., Braille, Large Print, Audio CD) contact your Medicare Drug Plan. If you need assistance contacting your plan, call: 1-800-MEDICARE.
IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) is a Health Plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

If you speak other languages, language assistance services, free of charge, are available to you. Call 1-877-273-IEHP (4347), 8am–8pm (PST), 7 days a week, including holidays. TTY/TDD users should call 1-800-718-4347. The call is free.

Si usted habla otro idioma o necesita asistencia de un intérprete, tenemos disponible para usted servicios de interpretación libres de costo. Llame al 1-877-273-IEHP (4347), 8am–8pm (Hora del Pacífico), los 7 días de la semana, incluidos los días festivos. Los usuarios de TTY/TDD deben llamar al 1-800-718-4347. La llamada es gratuita.

You can get this document for free in other formats, such as large print, braille, or audio. Call 1-877-273-IEHP (4347), 8am – 8pm (PST), 7 days a week, including holidays. TTY/TDD users should call 1-800-718-4347. The call is free.
**AVISO DE DENEGACIÓN DE LA PARTE D DE MEDICARE COBERTURA DE MEDICAMENTOS RECETADOS**

<table>
<thead>
<tr>
<th>Fecha: &lt;Decision at&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nombre del miembro:</td>
</tr>
<tr>
<td>&lt;Member Name&gt;</td>
</tr>
<tr>
<td>Número de miembro:</td>
</tr>
<tr>
<td>&lt;Member ID&gt;</td>
</tr>
</tbody>
</table>

**Su pedido fue denegado**

Hemos denegado la cobertura o el pago de la Parte D de Medicare, del medicamento(s) que usted o su médico han solicitado:

Número de identificación del miembro: <Rx Case #>

<Drug name>, <Quantity>

**¿Por qué denegamos su solicitud?**

Hemos denegado su solicitud debido a:

<Letter Template>

Debe compartir una copia de esta decisión con su médico, para que puedan discutir los próximos pasos. Si su médico solicitó la cobertura en su nombre, hemos compartido esta decisión con su médico.
¿Qué puedo hacer si no estoy de acuerdo con la decisión?

**Usted tiene el derecho de apelar.** Si desea hacerlo, tiene que apelar la decisión en un plazo de 60 días de la fecha de este aviso. Le podríamos otorgar más tiempo si tiene algún motivo válido para no cumplir con el plazo estipulado. **Usted tiene el derecho a solicitar una excepción al formulario** si cree que necesita un medicamento que no está en la lista de los medicamentos cubiertos (formulario). También tiene el derecho a solicitarnos una excepción a una norma de cobertura, si cree que dicha norma (como una autorización previa o un límite a la cantidad) no se aplica a su caso. Puede pedir una excepción de nivel si piensa que debería obtener un medicamento con un costo compartido menor. Su médico debe proporcionar una declaración que apoye su pedido de excepción.

¿Quién puede apelar?

Usted, su médico o su representante pueden solicitar una apelación (acelerada) o estándar. Usted puede nombrar a un familiar, amigo, médico, abogado u otra persona para que actúe como su representante legal. Otras personas ya podrían estar autorizadas por la Ley estatal para representarlo.


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**INFORMACIÓN IMPORTANTE SOBRE SUS DERECHOS DE APELACIÓN**

Hay dos tipos de apelación que puede solicitar:

**Acelerada (72 horas):** Usted, su médico o su representante pueden solicitar una apelación rápida (acelerada) si usted o su médico cree que esperar 7 días para que le notifiquen la decisión, podría poner su salud en peligro. Usted no puede pedir una apelación acelerada si es por un reembolso por un medicamento que ya recibió. Si le aceptan su pedido de apelación acelerada, le deben comunicar la decisión en las 72 horas siguientes a su apelación.

- Si su médico solicita o apoya su pedido de apelación acelerada e indica que si tiene que esperar 7 días hasta que se tome la decisión su salud puede ser seriamente afectada, nosotros aceleraremos automáticamente su pedido de apelación.

- Si solicita una apelación acelerada sin el apoyo de la declaración de su médico, entonces nosotros determinaremos si necesita una apelación acelerada. Si decidimos que no es necesario otorgarle una apelación acelerada, se lo comunicaremos y tomaremos una decisión en un plazo de 7 días.

**Estándar (7 días):** Usted, su médico o su representante pueden solicitar una apelación estándar y le daremos una respuesta en un plazo de 7 días.
¿Qué debo incluir en mi solicitud de apelación?
Usted debe incluir su nombre, dirección, número de miembro, los motivos de su apelación y cualquier evidencia que desee adjuntar. Si está apelando por un medicamento que no es parte de nuestro formulario, su médico debe informarnos que ningún otro medicamento de cualquier otro nivel de nuestro formulario puede tratar su problema de salud eficazmente, como el medicamento que le ha recetado y que no está en el formulario, o que cualquier otro medicamento podría ser adverso para su salud.

¿Cómo apelo la decisión?

Para una apelación acelerada: Usted, su médico o su representante debe comunicarse con nosotros por teléfono o fax a los números siguientes:

Teléfono: 1-877-273-IEHP (4347); TTY users call: 1-800-718-4347
Fax: (909) 890-5748

Para una apelación estándar: Usted, su médico o su representante debe enviar por correo postal o entregar una solicitud de apelación por escrito a la dirección siguiente:

IEHP DualChoice
Grievance Department
P.O. Box 1800
Rancho Cucamonga, CA 91729-1800

¿Qué ocurre después?
Si usted apela, evaluaremos nuevamente su caso y tomaremos una decisión. Si la cobertura de cualquier medicamento que haya solicitado es denegada nuevamente, puede pedir que un revisor independiente que no pertenezca al plan Medicare de medicamentos recetados, evalúe su caso. Si aún no está de acuerdo con la decisión, podrá apelar al nivel siguiente. Si esto ocurre le informarán sobre sus derechos de apelación.

Obtenga ayuda y más información

- IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan)
  Teléfono sin cargo: Toll Free: 1-877-273-IEHP (4347); Los usuarios de TTY deben llamar al: 1-800-718-4347, 8am a 8pm (Hora del Pacífico), los 7 días de la semana, incluidos días festivos. Website: www.iehp.org
- 1-800-MEDICARE (1-800-633-4227), las 24 horas del día, los 7 días de la semana. Los usuarios de TTY deben llamar al: 1-877-486-2048
- Centro de los derechos de Medicare: 1-888-HMO-9050
- Localizador Eldercare: 1-800-677-1116
- Centro de Asistencia Técnica del Programa Estatal de Asistencia sobre Seguro Médico: 1-877-839-2675
Declaración sobre la Ley para la Reducción de Trámites

De acuerdo con la Ley para la Reducción de Trámites de 1995 (PRA en inglés), las personas no están obligadas a responder una recopilación de información a menos que se exhiba un número de control de la oficina de Gerencia y Presupuesto (OMB en inglés) válido. El número de control OMB válido para esta recopilación de información es 0938-0976. El tiempo necesario para responder esta recopilación de información es de aproximadamente 30 minutos por respuesta, incluido el tiempo para revisar instrucciones, buscar fuentes de datos existentes, reunir los datos necesarios y completar y revisar la recopilación de información. Si tiene preguntas sobre la precisión de los tiempos estimados o sugerencias para mejorar este formulario, escriba a: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) es un plan de salud que tiene contratos con Medicare y Medi-Cal para proporcionar los beneficios de ambos programas a los afiliados.

If you speak other languages, language assistance services, free of charge, are available to you. Call 1-877-273-IEHP (4347), 8am – 8pm (PST), 7 days a week, including holidays. TTY/TDD users should call 1-800-718-4347. The call is free.

Si usted habla otro idioma o necesita asistencia de un intérprete, tenemos disponible para usted los servicios de un intérprete libres de costo. Llame al 1-877-273-IEHP (4347), 8am – 8pm (Hora del Pacífico), los 7 días de la semana, incluidos los días festivos. Los usuarios de TTY/TDD deben llamar al 1-800-718-4347. La llamada es gratuita.

Usted puede obtener este documento gratis en otros formatos, como impresión con letra grande, Braille o audio. Llame al 1-877-273-IEHP (4347), de 8am – 8pm, (Hora del Pacífico), los 7 días de la semana, incluidos los días festivos. Los usuarios de TTY/TDD deben llamar al 1-800-718-4347. La llamada es gratuita.
Member Reimbursement Form

Use this form when you pay full price for a covered prescription drug. Complete the form and send it to IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) to request to be reimbursed. **Send the original prescription label(s) and receipt(s) with this form. Reimbursement is not guaranteed.**

Your claim receipt/Pharmacy print out must contain the following information in order to be processed for payment. If below the information is not received, your claim cannot be processed and will be denied for missing information.

- Pharmacy name, address, phone
- Medication quantity
- Medication name, strength and form
- Total amount paid for medication
- Date of service (must be within 1 year)
- National Drug Code (NDC)
- Prescriber full name

**Reason for Request**

<table>
<thead>
<tr>
<th>No Identification Card Available</th>
<th>Copayment Inquiry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Out Of Network Pharmacy Used</td>
<td>Pharmacy Unable To Process Claim Electronically</td>
</tr>
<tr>
<td>Emergency – Please Describe</td>
<td>Other – Please Describe</td>
</tr>
</tbody>
</table>

**Reason for other if applicable**

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

**Member Information**

Name: ____________________________ Date of Birth: __________________

ID Number: ______________________ Phone Number: __________________

Street Address: _____________________________
Apt/Unit #: __________

City: _____________________________ State: _________ Zip Code: ___________
For any questions regarding this form or the reimbursement process please call IEHP DualChoice Member Services at 1-877-273-IEHP (4347), 8am – 8pm (PST), 7 days a week, including holidays. TTY users should call 1-800-718-4347.

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) is a Health Plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.
Formulario de Reembolso del Miembro

Use este formulario cuando pague el precio total de un medicamento recetado cubierto. Llene el formulario y envíelo a IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) para solicitar el reembolso. Envíe las etiquetas y los recibos originales de los medicamentos con este formulario. El reembolso no está garantizado.

Su recibo de reclamación/impresión de la Farmacia debe contener la siguiente información para que pueda procesarse para el pago. Si no recibimos la siguiente información, no se podrá procesar su reclamación y ésta será denegada por falta de información.

- Nombre, domicilio y número de teléfono de la farmacia
- Nombre, concentración y presentación del medicamento
- Fecha del servicio (debe ser dentro de un plazo de 1 año)
- Nombre completo de la persona que receta
- Cantidad de medicamento
- Cantidad total que se pagó por el medicamento
- Código Nacional de Medicamentos (National Drug Code, NDC)

Razón de la Solicitud

- [ ] La Tarjeta de Identificación No Está Disponible
- [ ] Consulta sobre el Copago
- [ ] Se Usó una Farmacia fuera de la Red
- [ ] La Farmacia No Puede Procesar la Reclamación Vía Electrónica
- [ ] Emergencia: Por Favor, Descríbala
- [ ] Otra: Por Favor, Descríbala

Motivo de la otra razón proporcionada, si corresponde


Información del Miembro

Nombre: ___________________________ Fecha de Nacimiento: _______________________
Número de Identificación: _______________ Número de Teléfono: ____________________
Domicilio: __________________________________________
N.º de Apartamento/Unidad: ___________
Ciudad: _________________________ Estado: __________ Código Postal: ______________
Si tiene alguna pregunta acerca de este formulario o sobre el proceso de reembolso, por favor, llame a Servicios para Miembros de IEHP DualChoice al 1-877-273-IEHP (4347), de 8am-8pm (Hora del Pacífico), los 7 días de la semana, incluidos días festivos. Los usuarios de TTY deben llamar al 1-800-718-4347.

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) es un Plan de Salud que tiene contratos con Medicare y Medi-Cal para proporcionar los beneficios de ambos programas a los afiliados.
NOTICE OF CASE STATUS

<Date>

<Member Name>
<Street Address>
<City>, <State>, <Zip Code>

Member ID Number: <Member ID>
Case Number: <Case Number>

Dear <Member Name>:

This letter is to inform you that your request for a [“standard initial decision for benefits”] [“standard initial decision for reimbursement”] [“fast initial decision”] [“standard” appeal] [“fast” appeal] from IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) was forwarded to an independent organization for review on <insert date>.

[For a “standard initial decision” request [for benefits] [for reimbursement] Your case file was forwarded to an independent review organization because we did not provide you with an answer within [72 hours] [14 days] after receiving your request.]

[For a “fast initial decision” request: Your case file was forwarded to an independent review organization because we did not provide you with an answer within 24 hours after receiving your request.]

[For a “standard” appeal: Your case file was forwarded to an independent review organization because we did not provide you with an answer within 7 calendar days after receiving your appeal.]

[For a “fast” appeal: Your case file was forwarded to an independent review organization because we did not provide you with an answer within 72 hours after receiving your appeal.]

The law requires us to forward your case file to an independent review organization within 24 hours if we do not provide you with an answer within the required time frame.

The independent review organization has a contract with the Centers for Medicare & Medicaid Services (CMS), the government agency that runs the Medicare program. The independent review organization has no connection to us. You have the right to ask us for a copy of your case file that we sent to this organization. [Plans must indicate if there is a charge for the copy.]

H5355_MSGV_16009_CMS Accepted
You have the right to submit additional evidence about your case. If you choose to submit additional evidence, you should send it promptly to the independent review organization at

MAXIMUS Federal Services  
Medicare Part D QIC  
3750 Monroe Ave., Suite #702  
Pittsford, NY 14534-1302  
Fax: (585) 425-5301 Toll free fax: (866) 825-9507  
Toll free customer service: (877) 456-5302

If you have any questions, or if you would like to request a copy of your case file, please call IEHP DualChoice Member Services at 1-877-273-IEHP (4347), 8am – 8pm (PST), 7 days a week, including holidays. TTY users should call 1-800-718-4347.

Thank You,

The Appeal Team  
IEHP DualChoice

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) is a Health Plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.
AVISOS DEL ESTATUS DEL CASO

<Date>

<Member Name>
<Street Address>
<City>, <State>, <Zip Code>

Número de Identificación de Miembro: <Member ID>
Número de Caso: <Case Number>

Estimado/a <Member Name>:

El motivo de esta carta es informarle que su solicitud de [“decisión inicial estándar sobre beneficios”] [“decisión inicial estándar sobre reembolso”] [“decisión inicial rápida”] [apelación “estándar”] [apelación “rápida”] de IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) se envió a una organización independiente para su revisión el <insert date>.

[For a “standard initial decision” request [for benefits] [for reimbursement] El expediente de su caso se envió a una organización de revisión independiente porque no le proporcionamos una respuesta dentro de [las 72 horas] [los 14 días] posteriores a la recepción de su solicitud.]

[For a “fast initial decision” request: El expediente de su caso se envió a una organización de revisión independiente porque no le proporcionamos una respuesta dentro de las 24 horas posteriores a la recepción de su solicitud.]

[For a “standard” appeal: El expediente de su caso se envió a una organización de revisión independiente porque no le proporcionamos una respuesta dentro de siete días del calendario posteriores a la recepción de su apelación.]

[For a “fast” appeal: El expediente de su caso se envió a una organización de revisión independiente porque no le proporcionamos una respuesta dentro de las 72 horas posteriores a la recepción de su apelación.]

La ley nos exige enviar el expediente de su caso a una organización de revisión independiente dentro de las 24 horas si no le damos una respuesta dentro del plazo exigido.

La organización de revisión independiente tiene un contrato con los Centros de Servicios de Medicare y Medicaid (Centers for Medicare & Medicaid Services, CMS), la agencia del gobierno que administra el programa Medicare. La organización de revisión independiente no tiene relación alguna con nosotros. Usted tiene derecho a solicitar una copia del expediente de su caso que enviamos a esta organización. [Plans must indicate if there is a charge for the copy.].
Usted tiene derecho a presentar pruebas adicionales sobre su caso. Si elige presentar pruebas adicionales, debe enviarlas lo antes posible a la organización de revisión independiente a:

MAXIMUS Federal Services
Medicare Part D QIC
3750 Monroe Ave., Suite #702
Pittsford, NY 14534-1302
Fax: (585) 425-5301 Línea gratuita de fax: (866) 825-9507
Línea gratuita de servicio al cliente: (877) 456-5302

Si tiene alguna pregunta o si desea solicitar una copia del expediente de su caso, por favor, llame a Servicios para Miembros de IEHP DualChoice al 1-877-273-IEHP (4347), de 8am a 8pm (Hora del pacífico), los 7 días de la semana, incluidos los días festivos. Los usuarios de TTY deben llamar al 1-800-718-4347.

Gracias,

El Equipo de Apelaciones de IEHP DualChoice

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) es un plan de salud que tiene contratos con Medicare y Medi-Cal para proporcionar los beneficios de ambos programas a los afiliados.
<Insert Date>

<Member Name>
<Street Address>
<City, State Zip Code>

Member ID Number: <Member ID>

Dear <Member Name>:

This letter is to inform you of a change to IEHP DualChoice Cal Medi-Connect Plan (Medicare-Medicaid Plan) formulary.

Effective on <Effective Date>, <insert name of drug> is being removed from the formulary.

We are removing <insert name of drug> because the generic form of this drug is available.

You may be able to use another drug to treat your medical condition that is on our formulary. These drugs include <Plan must indicate alternative drugs that are in the same therapeutic category/class or in the same cost-sharing tier>. You should ask your prescriber if one of these drugs is right for you. If your prescriber prescribes one of these drugs for you, your expected cost will be $1.25 for a one-month or up to a 31-day supply.

If your prescriber believes that none of the drugs listed above is right for you due to your medical condition, you may request an exception to our formulary. To file a request, please have your doctor submit a Coverage Determination request along with supporting documentation to IEHP DualChoice pharmacy department at 1-909-890-2049, or fax to 1-909-890-2058. Information regarding coverage determination and appeals can be found in Chapter 9, Section 7 of your Member Handbook: Explanation of Coverage (EOC), or on our website (www.iehp.org) in the member plans and benefit section.

Or, you can call IEHP DualChoice at 1-877-273-IEHP (4347), 8am – 8pm (PST), 7 days a week, including holidays for help in asking for this type of decision. TTY/TDD users should call 1-800-718-4347.

If you disagree with our decision to remove <insert name of drug>, you may also file a grievance with us. Please call us at 1-877-273-4347 (IEHP) or TTY/TDD users should call 1-800-718-4347 if you want to file a grievance. You may also send your grievance to us in writing by IEHP DualChoice P.O. Box 1800, Rancho Cucamonga, CA 91729-1800. Further information can be found in Section 6.2 in Chapter 9 of the EOC.
Thank you.

IEHP DualChoice

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) is a Health Plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

You can get this information for free in other languages. You can ask for this in other formats, such as large print, Braille or audio. Call 1-877-273-IEHP (4347), 8am – 8pm (PST) 7 days a week, including holidays. TTY/TDD users should call 1-800-718-4347. The call is free.

Usted puede obtener esta información gratis en otros idiomas. Usted puede solicitar esta información en formatos alternativos como tamaño de letra grande, Braille o audio. Llame al 1-877-273-IEHP (4347), 8am a 8pm (Hora del Pacífico), los 7 días de la semana, incluidos días festivos. Los usuarios de TTY/TDD deben llamar al 1-800-718-4347. La llamada es gratuita.
Número de Identificación del Miembro: <Member ID>

Estimado(a) <Member Name>:

Esta carta es para informarle que se efectuó un cambio en la Lista de Medicamentos Cubiertos (Formulary) de IEHP DualChoice Cal Medi-Connect Plan (Medicare-Medicaid Plan).

A partir de <Effective Date>, <insert name of drug> está siendo eliminado de la Lista de Medicamentos Cubiertos.

La razón por la que vamos a eliminar <insert name of drug> es debido a que este medicamento se encuentra disponible en forma genérica.

Para tratar su condición médica, puede usar otro medicamento que esté en nuestra Lista de Medicamentos Cubiertos. Estos medicamentos incluyen <Plan must indicate alternative drugs that are in the same therapeutic category/class or in the same cost-sharing tier.> Debe preguntarle a la persona que receta si uno de estos medicamentos es adecuado para usted. Si la persona que receta le prescribe uno de estos medicamentos, su costo previsto será de $1.25 por un mes o hasta un suministro de 31 días.

Si la persona que receta considera que ninguno de los medicamentos anteriores es adecuado para usted debido a su condición médica, puede solicitar que se realice una excepción a la Lista de Medicamentos Cubiertos. Para presentar una solicitud, pida a su doctor que presente una solicitud de Determinación de Cobertura (Coverage Determination) junto con los documentos adicionales necesarios al Departamento Farmacéutico de IEHP DualChoice al 1-909-890-2049 o vía fax al 1-909-890-2058. La información relacionada con la determinación de cobertura y las apelaciones se encuentra en la Sección 7 del Capítulo 9 de su Manual para Miembros: Explicación de Cobertura (Explanation of Coverage, EOC) o en nuestro sitio web (www.iehp.org), en la sección de planes y beneficios para los Miembros.

O bien, puede llamar a IEHP DualChoice al 1-877-273-IEHP (4347), de 8am a 8pm (Hora del Pacífico), los 7 días de la semana, incluidos días festivos, si desea obtener ayuda para solicitar este tipo de determinación. Los usuarios de TTY/TDD deben llamar al 1-800-718-4347.

Si no está de acuerdo con nuestra decisión de eliminar <insert name of drug>, también puede presentarnos una queja formal (grievance). Si desea presentar una queja formal, llámenos al 1-877-273-4347 (IEHP) o al 1-800-718-4347 si es usuario de TTY/TDD. También puede enviarnos su queja formal por escrito a IEHP DualChoice P.O. Box 1800, Rancho Cucamonga, CA 91729-1800. Puede obtener más información en la Sección 6.2 del Capítulo 9 del EOC.
Gracias.

IEHP DualChoice

IEHP DualChoice Cal Medi-Connect Plan (Medicare-Medicaid Plan) es un Plan de Salud que tiene contrato con Medicare y Medi-Cal para brindar los beneficios de ambos programas a los afiliados

You can get this information for free in other languages. You can ask for this in other formats, such as large print, Braille or audio. Call 1-877-273-IEHP (4347), 8am – 8pm (PST) 7 days a week, including holidays. TTY/TDD users should call 1-800-718-4347. The call is free.

Puede obtener esta información de manera gratuita en otros idiomas. Puede solicitar esta información en otros formatos, como en Braille o impreso con letra grande. Llame al 1-877-273-IEHP (4347), de 8am a 8pm (Hora del Pacífico), los 7 días de la semana, incluidos los días festivos. Los usuarios de TTY/TDD deben llamar al 1-800-718-4347. La llamada es gratuita.
Request for Redetermination of Medicare Prescription Drug Denial

Because we IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid plan) denied your request for coverage of (or payment for) a prescription drug, you have the right to ask us for a redetermination (appeal) of our decision. You have 60 days from the date of our Notice of Denial of Medicare Prescription Drug Coverage to ask us for a redetermination. This form may be sent to us by mail or fax:

Address:  
P.O. Box 1800  
Rancho Cucamonga, CA 91729-1800

Fax Number:  
909-890-5748

You may also ask us for an appeal through our website at www.iehp.org. Expedited appeal requests can be made by phone at 1-877-273-IEHP (4347).

Who May Make a Request: Your prescriber may ask us for an appeal on your behalf. If you want another individual (such as a family member or friend) to request an appeal for you, that individual must be your representative. Contact us to learn how to name a representative.
Enrollee’s Information

Enrollee’s Name __________________________ Date of Birth ______________

Enrollee’s Address ______________________________________________________

City __________________________ State _______ Zip Code ______________

Phone __________________________

Enrollee’s Member ID Number __________________________

Complete the following section ONLY if the person making this request is not the enrollee:

Requestor’s Name ______________________________________________________

Requestor’s Relationship to Enrollee ______________________________________

Address ______________________________________________________________

City __________________________ State _______ Zip Code ______________

Phone __________________________

**Representation documentation for appeal requests made by someone other than enrollee or the enrollee’s prescriber:**

Attach documentation showing the authority to represent the enrollee (a completed Authorization of Representation Form CMS-1696 or a written equivalent) if it was not submitted at the coverage determination level. For more information on appointing a representative, contact your plan or 1-800-Medicare.

Prescription drug you are requesting:

Name of drug: _______________ Strength/quantity/dose: _______________________

Have you purchased the drug pending appeal?  ☐ Yes   ☐ No

If “Yes”:
Date purchased: _______________ Amount paid: $ _______ (attach copy of receipt)

Name and telephone number of pharmacy: _________________________________
Prescriber’s Information

Name _________________________________

Address ________________________________

City __________________ State ______ Zip Code ______________

Office Phone __________________________ Fax ______________________

Office Contact Person ___________________

Important Note: Expedited Decisions

If you or your prescriber believe that waiting 7 days for a standard decision could seriously harm your life, health, or ability to regain maximum function, you can ask for an expedited (fast) decision. If your prescriber indicates that waiting 7 days could seriously harm your health, we will automatically give you a decision within 72 hours. If you do not obtain your prescriber’s support for an expedited appeal, we will decide if your case requires a fast decision. You cannot request an expedited appeal if you are asking us to pay you back for a drug you already received.

☐ CHECK THIS BOX IF YOU BELIEVE YOU NEED A DECISION WITHIN 72 HOURS (if you have a supporting statement from your prescriber, attach it to this request).

Please explain your reasons for appealing. Attach additional pages, if necessary. Attach any additional information you believe may help your case, such as a statement from your prescriber and relevant medical records. You may want to refer to the explanation we provided in the Notice of Denial of Medicare Prescription Drug Coverage.

____________________________________
____________________________________
____________________________________

Signature of person requesting the appeal (the enrollee, or the enrollee’s prescriber or representative):

_________________________________________ Date:

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) is a Health Plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.
Solicitud de Redeterminación de la Denegación de Medicamentos con Receta de Medicare

Debido a que IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) denegó su solicitud de cobertura (o de pago) de un medicamento recetado, usted tiene derecho a solicitarnos una redeterminación (apelación) de nuestra decisión. Tiene 60 días a partir de la fecha de nuestro Aviso de Denegación de la Cobertura de Medicamentos con Receta de Medicare para solicitarnos una redeterminación. Puede enviarnos este formulario por correo o por fax a:

Dirección: P.O. Box 1800
Número de Fax: 909-890-5748
Rancho Cucamonga, CA 91729-1800


Quién Puede Realizar una Solicitud: Su profesional que receta puede solicitarnos una apelación en su nombre. Si usted desea que otra persona (como un familiar o un amigo) solicite una apelación por usted, esa persona debe ser su representante. Comuníquese con nosotros para obtener información sobre cómo designar a un representante.
Información sobre el Afiliado

Nombre del Afiliado ______________________________ Fecha de Nacimiento ___________

Dirección del Afiliado ______________________________

Ciudad ____________ Estado __________ Código Postal ____________

Teléfono ______________________________

Número de Identificación de Miembro del Afiliado _________________

Conteste la siguiente sección ÚNICAMENTE si quien realiza esta solicitud no es el afiliado:

Nombre del Solicitante ______________________________

Relación del Solicitante con el Afiliado ______________________________

Dirección ______________________________

Ciudad ____________ Estado __________ Código Postal ____________

Teléfono ______________________________

Documentación de representación para solicitudes de apelación realizadas por una persona que no sea el afiliado o el profesional que receta del afiliado:

Adjunte documentación que demuestre la autorización para representar al afiliado (un Formulario de Autorización de Representación CMS-1696 (Authorization of Representation Form CMS-1696) debidamente contestado o un documento escrito equivalente) si dicha documentación no se presentó en el nivel de determinación de cobertura. Para obtener más información sobre cómo designar a un representante, comuníquese con su plan o al 1-800-Medicare.

Medicamento con receta que solicita:

Nombre del medicamento: ____________ Concentración/cantidad/dosis: ____________

¿Ya compró el medicamento que está en espera de la apelación? ☐ Sí ☐ No

Si la respuesta es “Sí”:
Fecha en que lo compró: ________Cantidad pagada: $ ______ (adjunte la copia del recibo)

Nombre y número de teléfono de la farmacia: ______________________________
Información sobre el Profesional que Expide Receta

Nombre ____________________________________________

Dirección __________________________________________

Ciudad __________________________ Estado _____ Código Postal ____________

Teléfono del Consultorio ______________ Fax _______________________

Persona de Contacto del Consultorio __________________________________

Nota Importante: Decisiones Aceleradas
Si usted o su profesional que receta consideran que una espera de 7 días para una decisión estándar podría afectar gravemente su vida, su salud o su capacidad para recuperar una función por completo, usted puede solicitar una decisión acelerada (rápida). Si su profesional que receta indica que una espera de 7 días podría afectar gravemente su salud, automáticamente le informaremos de nuestra decisión dentro de las 72 horas. Si usted no obtiene la declaración de respaldo del profesional quien le receta para una apelación acelerada, nosotros decidiremos si su caso requiere una decisión rápida. No puede solicitar una apelación acelerada si nos solicita que le reembolsemos un medicamento que ya recibió.

☐ MARQUE ESTA CASILLA SI CONSIDERA QUE NECESITA UNA DECISIÓN DENTRO DE LAS 72 HORAS (si tiene una declaración de respaldo de su profesional que receta, adjúntela a esta solicitud).

Por favor, explique los motivos por los que presenta su apelación. Adjunte páginas adicionales si es necesario. Adjunte cualquier información adicional que considere que pueda ayudar con su caso, como una declaración de parte del profesional quien le receta y los registros médicos pertinentes. Le recomendamos que consulte la explicación que proporcionamos en el Aviso de Denegación de la Cobertura de Medicamentos con Receta de Medicare (Notice of Denial of Medicare Prescription Drug Coverage).

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Firma de la persona que solicita la apelación (el afiliado, o el profesional quien expide la receta o representante del afiliado):

________________________________________________________________________ Fecha:

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) es un Plan de Salud que tiene contratos con Medicare y Medi-Cal para proporcionar los beneficios de ambos programas a los afiliados.
Notice of Right to an Expedited Grievance

_______ You are receiving this notice because we are denying your request to expedite (put on a fast track) your initial request for a Part D drug.

_______ You are receiving this notice because we are denying your request to expedite (put on a fast track) your appeal for a Part D drug.

Your request has been transferred to our regular processing time frame.

Initial requests will be processed no later than 72 hours and appeal requests will be processed no later than 7 calendar days from the day we received your request.

You may submit your request.

You may resubmit your request to expedite (put on a fast track) your initial request or appeal. If your prescribing physician or other prescriber tells us that applying the standard time frame could put your life or health at risk, we will automatically expedite your request.

You may file an expedited grievance.

If you disagree with our decision not to give you a fast decision, you may file an expedited grievance with us. We must decide within 24 hours if our decision to deny making a fast decision puts your life or health at risk.

If we determine that we should have expedited your request, we will do so immediately and notify you of our decision.

Please call us at 1-877-273-IEHP (4347) if you want to file an expedited grievance, or want more information.

You can also call 1-800-MEDICARE for more information about the expedited grievance process.

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) is a Health Plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.
Fecha:
Nombre del Paciente: <Member Name>  
N° de Identificación del Paciente: <Member ID>  
<Member Address>

Aviso de Derecho a una Queja Formal Acelerada

______ Le enviamos este aviso porque denegamos su solicitud de acelerar (resolver por vía rápida) su solicitud inicial de un medicamento de la Parte D.

______ Le enviamos este aviso porque denegamos su solicitud de acelerar (resolver por vía rápida) su apelación de un medicamento de la Parte D.

Su solicitud ha sido transferida a nuestro plazo de procesamiento regular.

Las solicitudes iniciales se procesarán dentro de un lapso de 72 horas como máximo y las solicitudes de apelación se procesarán dentro de un lapso de siete días calendario como máximo a partir del día en que recibamos su solicitud.

Puede presentar su solicitud.

Puede volver a presentar su solicitud de acelerar (resolver por vía rápida) su solicitud inicial o apelación. Si su doctor quie expide la receta u otro profesional que receta nos indican que aplicar el plazo estándar podría poner en riesgo su vida o su salud, automáticamente aceleraremos su solicitud.

Puede presentar una queja formal acelerada.

Si no está de acuerdo con nuestra decisión de no brindarle una decisión rápida, puede presentar una queja formal acelerada ante nosotros. Debemos tomar una decisión dentro de las 24 horas si nuestra decisión de denegar una decisión rápida pone en riesgo su vida o su salud.

Si determinamos que deberíamos haber acelerado su solicitud, lo haremos de inmediato y le notificaremos nuestra decisión.

Por favor, llámenos al 1-877-273-IEHP (4347) si desea presentar una queja formal acelerada o si desea obtener más información.

También puede llamar al 1-800-MEDICARE para obtener más información sobre el proceso de queja formal acelerada.

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) es un Plan de Salud que tiene contratos con Medicare y Medi-Cal para proporcionar los beneficios de ambos programas a los afiliados.
Dear <MEMBER NAME>:

This letter is to inform you that we can no longer cover prescription medications effective <Effective Date of OIG Exclusion> that are [Insert one <prescribed> <dispensed> <distributed> <manufactured>] by [Insert one <NAME OF PRESCRIBER> <NAME OF PHARMACY> <NAME OF DISTRIBUTOR> <NAME OF MANUFACTURER>]. This includes new prescriptions, as well as any refills left on the prescriptions(s) you are currently taking.

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) cannot cover medications [Insert one <prescribed> <dispensed> <distributed> <manufactured>] by [Insert one <NAME OF PRESCRIBER> <NAME OF PHARMACY> <NAME OF DISTRIBUTOR> <NAME OF MANUFACTURER>] because he/she/it has been excluded from participation in all federal health care programs as of <Effective Date of Exclusion>, including the Medicare program, by the U.S. Department of Health and Human Services’ Office of Inspector General (OIG). Medicare plans are prohibited from making payment for prescriptions prescribed, dispensed, or furnished by excluded individuals and entities. For more information about exclusions, you may visit the OIG’s website at http://oig.hhs.gov/fraud/exclusions.asp.

{Sponsors should insert at least one of the three sentences below.}
[Please call IEHP DualChoice Member Services at 1-877-273-IEHP (4347) (TTY users should call 1-800-718-4347) if you need assistance finding another <pharmacy>.] [Please call IEHP DualChoice Member Services at 1-877-273-IEHP (4347) (TTY users should call 1-800-718-4347) if you need assistance finding another provider in your area who can prescribe your medications.] [Please call your prescriber if you need assistance finding another medication.] If you have further questions regarding the status of your prescription(s), we are available from 8am – 8pm (PST) 7 days a week, including holidays. TTY users should call 1-800-718-4347. The call is free.

Sincerely,

<Plan Representative>

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) is a Health Plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.
<DATE>

<MEMBER NAME>  
<ADDRESS>  
<CITY, STATE ZIP>  

Estimado/a <MEMBER NAME>:

El motivo de esta carta es para informarle que, a partir del <Effective Date of OIG Exclusion> no podremos seguir cubriendo los medicamentos recetados que sean [Insert one <recetados> <despachados><distribuidos><fabricados>] por [Insert one <NAME OF PRESCRIBER> <NAME OF PHARMACY> <NAME OF DISTRIBUTOR><NAME OF MANUFACTURER>]. Tampoco podremos cubrir nuevas recetas ni resurtidos restantes de los medicamentos recetados que usted toma actualmente.

IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) no puede cubrir medicamentos [Insert one <recetados> <despachados><distribuidos> <fabricados>] por [Insert one <NAME OF PRESCRIBER> <NAME OF PHARMACY> <NAME OF DISTRIBUTOR><NAME OF MANUFACTURER>] porque este/a ha sido excluido/a de participar en todos los programas federales de atención médica a partir del <Effective Date of Exclusion>, incluido el programa Medicare, por la Oficina del Inspector General (Office of Inspector General, OIG) del Departamento de Salud y Servicios Humanos de los Estados Unidos. Los planes de Medicare tienen prohibido hacer pagos por los medicamentos que sean recetados, despachados o suministrados por personas y entidades excluidas. Para obtener más información sobre las exclusiones, puede visitar el sitio web del OIG en http://oig.hhs.gov/fraud/exclusions.asp.

{Sponsors should insert at least one of the three sentences below.}  
[Por favor, llame a Servicios para Miembros de IEHP DualChoice al 1-877-273-IEHP (4347) (los usuarios de TTY deben llamar al 1-800-718-4347) si necesita ayuda para encontrar otra <farmacia>.] [Por favor, llame a Servicios para Miembros de IEHP DualChoice al 1-877-273-IEHP (4347) (los usuarios de TTY deben llamar al 1-800-718-4347) si necesita ayuda para encontrar otro proveedor en su área que pueda recetarle sus medicamentos.] [Por favor, llame al profesional que le receta si necesita ayuda para encontrar otro medicamento.] Si tiene más preguntas sobre el estado de sus recetas, estamos disponibles de 8am-pm (Hora del Pacífico), los 7 días de la semana, incluidos días festivos. Los usuarios de TTY deben llamar al 1-800-718-4347. La llamada es gratuita.

Atentamente,

<Plan Representative>
IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) es un Plan de Salud que tiene contratos con Medicare y Medi-Cal para proporcionar los beneficios de ambos programas a los afiliados.

Última actualización: <Date>
**PRESCRIPTION DRUG PRIOR AUTHORIZATION OR STEP THERAPY EXCEPTION REQUEST FORM**

**Plan/Medical Group Name:** Inland Empire Health Plan  
**Plan/Medical Group Phone#:** (888) 860-1297

**Instructions:** Please fill out all applicable sections on both pages completely and legibly. Attach any additional documentation that is important for the review, e.g. chart notes or lab data, to support the prior authorization or step-therapy exception request. Information contained in this form is Protected Health Information under HIPAA.

### Patient Information

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>MI</th>
<th>Phone Number</th>
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<tr>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
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<tr>
<th>Date of Birth</th>
<th>Male</th>
<th>Female</th>
<th>City of measure</th>
<th>Weight (lb/kg)</th>
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<tr>
<th>Patient’s Authorized Representative (if applicable):</th>
<th>Authorized Representative Phone Number:</th>
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### Insurance Information

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<th>Primary Insurance Name:</th>
<th>Patient ID Number:</th>
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<tr>
<th>Secondary Insurance Name:</th>
<th>Patient ID Number:</th>
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### Prescriber Information

<table>
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<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Specialty</th>
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<th>Address</th>
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<tr>
<th>Requestor (if different than prescriber):</th>
<th>Office Contact Person:</th>
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<th>NPI Number (individual):</th>
<th>Phone Number:</th>
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<tr>
<th>DEA Number (if required):</th>
<th>Fax Number (in HIPAA compliant area):</th>
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<tr>
<th>Email Address:</th>
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### Medication / Medical and Dispensing Information

<table>
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<tr>
<th>Medication Name:</th>
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- [ ] New Therapy  
- [ ] Renewal  
- [ ] Step Therapy Exception Request

**If Renewal:** Date Therapy Initiated:  
Duration of Therapy (specific dates):

**How did the patient receive the medication?**

- [ ] Paid under Insurance  
- [ ] Other (explain): Name:  
Prior Auth Number (if known):

<table>
<thead>
<tr>
<th>Dose/Strength:</th>
<th>Frequency:</th>
<th>Length of Therapy/#Refills:</th>
<th>Quantity:</th>
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**Administration:**

- [ ] Oral/SL  
- [ ] Topical  
- [ ] Injection  
- [ ] IV  
- [ ] Other:

**Administration Location:**

- [ ] Patient’s Home  
- [ ] Home Care Agency  
- [ ] Outpatient Hospital Care  
- [ ] Long Term Care  
- [ ] Other (explain):

**Physician’s Office:**  
**Ambulatory Infusion Center:**
**PRESCRIPTION DRUG PRIOR AUTHORIZATION OR STEP THERAPY EXCEPTION REQUEST FORM**

**Patient Name:**

**ID#:**

**Instructions:** Please fill out all applicable sections on both pages completely and legibly. Attach any additional documentation that is important for the review, e.g. chart notes or lab data, to support the prior authorization or step therapy exception request.

<table>
<thead>
<tr>
<th>1. Has the patient tried any other medications for this condition?</th>
<th>YES (if yes, complete below)</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medication/Therapy (Specify Drug Name and Dosage)</td>
<td>Duration of Therapy (Specify Dates)</td>
<td>Response/Reason for Failure/Allergy</td>
</tr>
</tbody>
</table>

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<tr>
<th>2. List Diagnoses:</th>
<th>ICD-10:</th>
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<tr>
<th>3. Required clinical information - Please provide all relevant clinical information to support a prior authorization or step therapy exception request review.</th>
</tr>
</thead>
</table>

Please provide symptoms, lab results with dates and/or justification for initial or ongoing therapy or increased dose and if patient has any contraindications for the health plan/insurer preferred drug. Lab results with dates must be provided if needed to establish diagnosis, or evaluate response. Please provide any additional clinical information or comments pertinent to this request for coverage, including information related to exigent circumstances, or required under state and federal laws.

- [ ] Attachments

**Attestation:** I attest the information provided is true and accurate to the best of my knowledge. I understand that the Health Plan, insurer, Medical Group or its designees may perform a routine audit and request the medical information necessary to verify the accuracy of the information reported on this form.

**Prescriber Signature or Electronic I.D. Verification:** ____________________________ **Date:**

**Confidentiality Notice:** The documents accompanying this transmission contain confidential health information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or action taken in reliance on the contents of these documents is strictly prohibited. If you have received this information in error, please notify the sender immediately (via return FAX) and arrange for the return or destruction of these documents.

**Plan/Insurer Use Only:**

- **Date/Time Request Received by Plan/Insurer:** ________________ **Date/Time of Decision:** ________________

- **Fax Number:** (______) ____________________________

- [ ] Approved  [ ] Denied  **Comments/Information Requested:** ____________________________
Dear <MEMBER NAME>: 

We want to tell you that <IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) has provided you with a temporary supply of the following prescription[s]:

- <name of drug1>
- <name of drug2>
- <name of drug3>
- <name of drug4>
- <name of drug5>

This drug[s] is either not included on our list of covered drugs (called our formulary), or it's included on the formulary but subject to certain limits, as described in more detail later in this letter. The Plan is required to provide you with a temporary supply of this drug[s]. If your prescription is written for fewer than [insert number of days that corresponds to the number of days designated as a month’s supply in approved plan benefit package] days, we'll allow multiple fills to provide up to a maximum of [insert supply limit - must be at least a one month supply based on approved plan benefit package] of medication.

It's important to understand that this is a temporary supply of this drug(s). Well before you run out of this drug[s], you should speak to the Plan and/or the prescriber about:

- changing the drug[s] to another drug[s] that is on our formulary; or
- requesting approval for the drug[s] by demonstrating that you meet our criteria for coverage; or
- requesting an exception from our criteria for coverage.

When you request approval for coverage or an exception from coverage criteria, these are called coverage determinations. Don't assume that any coverage determination, including any exception, you have requested or appealed has been approved just because you receive more fills of a drug. If we approve coverage, then we'll send you another written notice.
If you need assistance in requesting a coverage determination, including an exception, or if you want more information about when we will cover a temporary supply of a drug, contact us at <1-877-273-4347>. TTY users should call <1-800-718-4347>. Live representatives are available from <8am - 8pm PST, 7 days/wk>. You can ask us for a coverage determination at any time. **Instructions on how to change your current prescription[s]**, **how to ask for a coverage determination**, **including an exception**, and **how to appeal a denial if you disagree with our coverage determination** are discussed at the end of this letter.

The following is a specific explanation of why your drug[s] <is/are> not covered or <is/are> limited.

**[Name of Drug]: <name of drug>**  
**Date Filled**: <date filled>  
**Reason for Notification**: This drug is not on our formulary. We will not continue to pay for this drug after you have received the maximum [insert number- must be at least a one month supply based on approved plan benefit package] days' temporary supply that we are required to cover, unless you obtain a formulary exception from us.

**[Name of Drug]: <name of drug>**  
**Date Filled**: <date filled>  
**Reason for Notification**: This drug is not on our formulary. In addition, we could not provide the full amount that was prescribed, because we limit the amount of this drug that we provide at one time. This is called a quantity limit and we impose such limits for safety reasons. In addition to imposing quantity limits as this drug is dispensed for safety reasons, we will not continue to pay for this drug after you have received the maximum [insert number- must be at least a one month supply based on approved plan benefit package] days' supply that we are required to cover unless you obtain a formulary exception from us.

**[Name of Drug]: <name of drug>**  
**Date Filled**: <date filled>  
**Reason for Notification**: This drug is on our formulary, but requires prior authorization. Unless you obtain prior authorization from us by showing us that you meet certain requirements, or we approve your request for an exception to the prior authorization requirements, we will not continue to pay for this drug after you have received the maximum [insert number- must be at least a one month supply based on approved plan benefit package] days' temporary supply that we are required to cover.

**[Name of Drug]: <name of drug>**  
**Date Filled**: <date filled>  
**Reason for Notification**: This drug is on our formulary. However, we will generally only pay for this drug if you first try other drug(s), specifically <Insert Step drug(s)> , as part of what we call a step therapy program. Step therapy is the practice of beginning drug therapy with what we consider to be a safe, effective, and lower cost drug before progressing to other more costly drugs. Unless you try the other drug(s) on our formulary first, or we approve your request for an exception to the step therapy requirement, we will not continue to pay for this drug after you have received the maximum [insert number- must be at least a one month supply based on approved plan benefit package] days' temporary supply that we are required to cover.

**[Name of Drug]: <name of drug>**  
**Date Filled**: <date filled>  
**Reason for Notification**: This drug is on our formulary and is subject to a quantity (QL). We will not continue to provide more than what our QL permits unless you obtain an exception from the Plan.
**Name of Drug**: <name of drug>
**Date Filled**: <date filled>

**Reason for Notification**: This drug is on our formulary and requires prior authorization. We will cover this drug for [insert number- must be at least a one month supply based on approved plan benefit package] days while you seek to obtain coverage by showing us that you meet the prior authorization requirements. You can also ask us for an exception to the prior authorization requirements if you believe they should not apply to you for medical reasons.

**Name of Drug**: <name of drug>
**Date Filled**: <date filled>

**Reason for Notification**: This drug is on our formulary, but will generally be covered only if you first try certain other drugs as part of our step therapy program. Step therapy is the practice of beginning drug therapy with what we consider to be a safe and effective, lower cost drug before progressing to other more costly drugs. We will cover this drug for [insert number- must be at least a one month supply based on approved plan benefit package] days while you seek to obtain coverage by showing us that you meet the step therapy criteria. You can also ask us for an exception to the step therapy requirement if you believe it should not apply to you for medical reasons.

**How do I change my prescription?**

If your drug[s] is not on our formulary, or is on our formulary, but we have placed a limit on it, then you can ask us what other drug[s] used to treat your medical condition is on our formulary, ask us to approve coverage by showing that you meet our criteria, or ask us for an exception. We encourage you to ask your prescriber if this other drug [s] that we cover is an option for you. You have the right to request an exception from us to cover your drug[s] that was originally prescribed. If you ask for an exception, your prescriber will need to provide us with a statement explaining why a prior authorization, quantity limit, or other limit we have placed on your drug is not medically appropriate for you.

**How do I request coverage determination, including an exception?**

You or your prescriber may contact us to request a coverage determination, including an exception. <IEHP DualChoice>, <P. O. Box 1800>, <Rancho Cucamonga>, <CA> <91729-1800>. Fax <1-909-890-2058>, and <1-877-273-4347>.

If you are requesting coverage of a drug that is not on our formulary, or an exception to a coverage rule, your prescriber must provide a statement supporting your request. It may be helpful to bring this notice with you to the prescriber or send a copy to his or her office. If the exception request involves a drug that is not on our formulary, the prescriber’s statement must indicate that the requested drug is medically necessary for treating your condition, because all of the drugs on our formulary would be less effective as the requested drug or would have adverse effects for you. If the exception request involves a prior authorization or other coverage rule we have placed on a drug that is on our formulary, the prescriber’s statement must indicate that the coverage rule wouldn’t be appropriate for you given your condition or would have adverse effects for you.

We must notify you of our decision no later than 24 hours, if the request has been expedited, or no later than 72 hours, if the request is a standard request, from when we receive your request. For exceptions, the timeframe begins when we obtain your prescriber’s statement. Your request will be expedited if we determine, or your prescriber tells us, that your life, health, or ability to regain maximum function may be seriously jeopardized by waiting for a standard decision.
What if my request for coverage is denied?

If your request for coverage is denied, you have the right to appeal by asking for a review of the prior decision, which is called a redetermination. You must request this appeal within 60 calendar days from the date of our written decision on your coverage determination request. [Insert one: <You must file a standard request in writing.> or <We accept standard requests by phone and in writing.> We accept expedited requests by phone and in writing. <IEHP DualChoice>, <P. O. Box 1800>, <Rancho Cucamonga>, <CA> <91729-1800>. Fax <1-909-890-2058>, and <1-877-273-4347>.]

If you need assistance in requesting a coverage determination, including an exception, or if you want more information about when we will cover a temporary supply of a drug, contact us at <1-877-273-4347> <8am - 8pm PST, 7 days/wk>. TTY users should call <1-800-718-4347>. Live representatives are available from <8am - 8pm PST, 7 days/wk> You can ask us for a coverage determination at any time. You can also visit our website at <www.iehp.org>.

Sincerely,

<IEHP Pharmaceutical Svs Dept>

<IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) is a Health Plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.>

< H5355_HSRX_19002 >
SU MEDICAMENTO[S] RECETADO NO SE ENCUENTRA EN NUESTRA LISTA DE MEDICAMENTOS CON RECETA (FORMULARIO) O ESTÁ SOMETIDO A CIERTOS LÍMITES

Estimado <MEMBER NAME>:
Queremos decirle que <IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) le ha proporcionado un suministro temporal de la siguiente[s] receta:

<name of drug1>
<name of drug2>
<name of drug3>
<name of drug4>
<name of drug5>

Este medicamento[s], o bien no está incluido en nuestra lista de medicamentos recetados cubiertos (llamada nuestro formulario), o está incluido[s] en el formulario pero sujeto a ciertos límites, como se describe más adelante en esta carta con más detalle. El Plan tiene obligación de proporcionarle un suministro temporal de este medicamento[s]. Si su medicamento se ha recetado para menos de [insértese el número de días que corresponda al número de días designados como suministro máximo para un mes en el paquete de prestaciones del Plan aprobado] días, permitiremos múltiples reposiciones hasta un máximo de [insertar límite de reposiciones - debe ser al menos un mes de suministro basado en el paquete de prestaciones del Plan aprobado] días de medicación.

Es importante que entienda que se trata de un suministro temporal de este medicamento[s]. Antes de que se le termine, usted debería hablar con el Plan o con el médico que se lo haya recetado sobre:

• cambiar el medicamento[s] a otro que sí esté en nuestro formulario; o
• solicitar permiso para el medicamento[s] demostrando que usted cumple nuestros criterios de cobertura; o
• solicitar una excepción a nuestros criterios de cobertura.

Cuando usted solicita permiso de cobertura o la cobertura de una excepción a los criterios de cobertura, ésto se llama determinaciones de cobertura. No asuma que cualquier determinación de cobertura, incluyendo cualquier excepción que usted haya solicitado o recurrido, ha sido aprobada, sólo porque usted reciba más reposiciones de una medicina. Si aprobamos la cobertura, le enviaremos otro aviso por escrito.
Si necesita asistencia para solicitar una determinación de cobertura, incluyendo una excepción, o si desea más información sobre cuándo cubriremos el suministro temporal de un medicamento, contacte con nosotros al <1-877-273-4347> Los usuarios de TTY deben llamar al <1-800-718-4347>. Representantes directos están disponibles de <<8am - 8pm PST, 7 days/wk>>. Usted nos puede pedir una determinación de cobertura en cualquier momento. Al final de esta carta encontrará instrucciones sobre cómo cambiar su receta[s] actual, la forma de solicitar una determinación de cobertura, incluyendo una excepción, y cómo apelar una denegación si no está de acuerdo con nuestra determinación.

Lo siguiente es una explicación concreta de por qué su medicamento[s] no está cubierto o tiene limitaciones.

[Nombre del medicamento]: <name of drug>
Fecha de suministro: <date filled>
Motivo de la notificación: Este medicamento no está en nuestro formulario. No seguiremos pagando este medicamento después de que usted haya recibido el máximo de los [insértese el número- debe ser al menos un mes de suministro basado en el paquete de prestaciones del Plan aprobado] días de suministro temporal que estamos obligados a cubrir, a menos que usted obtenga de nosotros una excepción al formulario.

[Nombre del medicamento]: <name of drug>
Fecha de suministro: <date filled>
Motivo de la notificación: Este medicamento no está en nuestro formulario. Además, no pudimos proporcionarle la cantidad total que estaba prescrita, porque limitamos la cantidad de este medicamento que podemos proporcionarle cada vez. Esto se llama cantidad límite e imponemos esos límites por razones de seguridad. Además de imponer límites de cantidad, como este medicamento se dispensa por razones de seguridad, no podremos seguir pagando este medicamento después de que usted haya recibido el máximo de los [insértese el número- debe ser al menos un mes de suministro basado en el paquete de prestaciones del Plan aprobado] días de suministro temporal que estamos obligados a cubrir, a menos que usted obtenga del Plan una excepción al formulario.

[Nombre del medicamento]: <name of drug>
Fecha de suministro: <date filled>
Motivo de la notificación: Este medicamento está en nuestro formulario, pero requiere autorización previa. A menos que usted obtenga autorización previa de nosotros demostrando que cumple ciertos requisitos, o que aprobemos su solicitud de excepción a los requisitos de autorización previa, no seguiremos pagando este medicamento después de que usted haya recibido el máximo de los [insértese el número- debe ser al menos un mes de suministro basado en el paquete de prestaciones del Plan aprobado] días de suministro temporal que estamos obligados a cubrir.

[Nombre del medicamento]: <name of drug>
Fecha de suministro: <date filled>
Motivo de la notificación: Este medicamento está en nuestro formulario. Sin embargo, generalmente sólo podremos pagar este medicamento[s] si usted prueba primero otra droga[s], específicamente <Insert Step drug(s)>, como parte de lo que llamamos un programa de terapia escalonada. La terapia escalonada es la práctica de empezar una terapia de medicación con lo que consideramos ser un medicamento seguro, eficaz, y de menor costo antes de pasar a otros medicamentos más costosos. A menos que usted pruebe primero otro medicamento[s] de nuestro formulario, o que hayamos aprobado su solicitud de excepción al requisito de terapia escalonada, no seguiremos pagando este medicamento después de que usted haya recibido el máximo número de los [insértese el número- debe ser al menos un mes de suministro basado en el paquete de prestaciones del Plan aprobado] días de suministro temporal que estamos obligados a cubrir.

[Nombre del medicamento]: <name of drug>
Fecha de suministro: <date filled>
Motivo de la notificación: Este medicamento está en nuestro formulario. Sin embargo, nosotros generalmente sólo podremos pagar este medicamento si usted prueba primero una versión genérica del mismo. A menos que usted pruebe primero la versión genérica de nuestro formulario, o que hayamos
aprobado su solicitud de excepción, no seguiremos pagando este medicamento después de que usted haya recibido el máximo número de los [insértese el número- debe ser al menos un mes de suministro basado en el paquete de prestaciones del Plan aprobado] días de suministro temporal que estamos obligados a cubrir.]

[Nombre del medicamento:<name of drug>
Fecha de suministro: <date filled>
Motivo de la notificación: Este medicamento está en nuestro formulario y está sujeto a un límite de cantidad (QL por sus siglas en inglés). No seguiremos proporcionándole más de lo que nuestra cantidad límite nos permite, a menos que obtenga del Plan una excepción.

[Nombre del medicamento:<name of drug>
Fecha de suministro: <date filled>
Motivo de la notificación: Este medicamento no está en nuestro formulario. Cubriremos este medicamento durante [insértese el número- debe ser al menos un mes de suministro basado en el paquete de prestaciones del Plan aprobado] días mientras usted trata de obtener una excepción de formulario del Plan. Si usted está procesando una excepción, consideraremos el permitir de continúe la cobertura hasta que se haya tomado una decisión.

[Nombre del medicamento:<name of drug>
Fecha de suministro: <date filled>
Motivo de la notificación: Este medicamento está en nuestra lista, pero generalmente estará cubierto sólo si usted prueba primero ciertos otros medicamentos como parte de nuestro programa de terapia escalonada. La terapia escalonada es la práctica de empezar una terapia de medicación con lo que consideramos ser un medicamento seguro, eficaz, y de menor costo antes de pasar a otros medicamentos más costosos. Cubriremos este medicamento durante [insértese el número- debe ser al menos un mes de suministro basado en el paquete de prestaciones del Plan aprobado] días mientras usted trata de obtener cobertura demostrándonos que cumple los requisitos de autorización previa. También puede pedirnos una excepción a los requisitos de autorización previa si cree que no debe aplicársele a usted por razones médicas.

¿Cómo puedo cambiar mi receta?
Si su medicamento[s] no está en nuestro formulario, o lo está, pero sujeto a un límite, entonces usted puede preguntarnos qué otro fármaco utilizado para tratar su condición médica sí lo está, pedirnos que aprobemos la cobertura demostrando que usted cumple nuestros criterios, o solicitar una excepción. Le animamos a que pregunte a su médico si esta droga[s] que podemos cubrir es una opción para usted. Usted tiene derecho a solicitar una excepción para cubrir el medicamento[s] que se le prescribió inicialmente. Si pide una excepción, su médico tendrá que proporcionarnos una declaración explicando por qué no es médicamente apropiadas para usted cualquier autorización previa, cantidad límite u otro límite que hayamos puesto a su medicamento.

¿Cómo puedo solicitar determinación de cobertura, incluyendo una excepción?
Usted o su médico podrán contactar con nosotros para solicitar una determinación de cobertura, incluyendo una excepción. < IEHP DualChoice>, < P. O. Box 1800>, < Rancho Cucamonga>, <CA> <91729-1800>, fax <1-909-890-2058>, y <1-877-273-4347>.

Si usted está solicitando la cobertura de un medicamento que no esté en nuestro formulario, o una excepción a una regla de cobertura, su médico debe proporcionar una declaración de apoyo a su solicitud. Puede serle
útil llevarle este aviso a su médico o enviarle una copia a su oficina. Si la solicitud de excepción se refiere a un medicamento que no esté en nuestro formulario, el médico debe indicar en la declaración que el medicamento solicitado es clínicamente necesario para tratar su condición, porque todas las medicinas en nuestro formulario serían menos eficaces que el medicamento solicitado o tendrían efectos perjudiciales para usted. Si la solicitud de excepción incluye una autorización previa u otra regla de cobertura que hayamos impuesto a un medicamento en nuestro formulario, la declaración del médico debe indicar que la regla de cobertura no sería apropiada para usted dada su condición clínica o que tendría efectos perjudiciales para usted.

Estamos obligados a notificarle nuestra decisión en un plazo máximo de 24 horas, si la solicitud se ha agilizado, o de 72 horas, si la solicitud es estándar, desde el momento en el que hayamos recibido su petición. Para las excepciones, el plazo comienza cuando recibamos la declaración de su médico. Su solicitud será agilizada si determinamos, o su médico nos dice, que su vida, su salud o su capacidad para recobrar la función máxima podrían verse seriamente amenazadas por la espera de una decisión estándar.

¿Y si rechazan mi solicitud de cobertura?

Si se le rechaza su solicitud de cobertura, usted tiene derecho a apelar pidiendo una revisión de la decisión anterior, que se llama redeterminación. Usted debe solicitar esta apelación dentro de 60 días desde la fecha de nuestra carta de decisión sobre su petición de determinación de cobertura. [Insert one: <Usted debe presentar una solicitud estándar por escrito.> o <Aceptamos peticiones estándar por teléfono y por escrito.>] Aceptamos peticiones agilizadas por teléfono y por escrito. <IEHP DualChoice>, <P. O. Box 1800>, <Rancho Cucamonga>, <CA>, <91729-1800>, Fax <1-909-890-2058>, y teléfono <1-877-273-4347>.

Si necesita asistencia para solicitar una determinación de cobertura, incluyendo una excepción, o si desea obtener más información acerca de cuándo cubriremos un suministro temporal de un medicamento, póngase en contacto con nosotros en el <1-877-273-4347> <8-8 PST, 7 días de la semana>. Los usuarios de TTY deben llamar al <1-800-718-4347>. Representantes directos están disponibles de <8-8 PST, 7 días de la semana>. Usted nos puede pedir una determinación de cobertura en cualquier momento. También puede visitar nuestro sitio web en <www.iehp.org>.

Atentamente,

<IEHP Pharmaceutical Svcs Dept>

<IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) es un Plan de Salud que tiene un contrato con ambos Medicare y Medi-Cal para proporcionar los beneficios de ambos programas a los afiliados.>

<H5355_HSRX_19002_S>
REQUEST FOR ADDITION OR DELETION
OF A DRUG TO THE FORMULARY

**GENERIC NAME:** ____________________________  **BRAND NAME:** ____________________________

**MANUFACTURER(S):** ____________________________________________________________

**DOSAGE FORM:** ________________________________________________________________

**Pharmacological Classification:** ________________________________________________

**Indications:** _________________________________________________________________

**What similar drugs are currently available?** ______________________________________

**What therapeutic advantage(s) does this drug have over the standard drug therapy?**

____________________________________

**In how many patients do you expect this drug to be used during the next six months?**

____________________________________

**What drug(s) currently used for this/these indications(s) may be deleted if this product is added to the formulary?**

______________________________________________________________________________

______________________________________________________________________________

**Should use of this drug be restricted to certain physicians or institutions because of the potential for misuse, high cost, or toxicity?**

______________________________________________________________________________

**REQUESTER’S NAME:** ________________________________________________________

**ADDRESS & TELEPHONE:** ____________________________________________________

**SIGNATURE OF REQUESTER:** ____________________________  **DATE:** ____________