



DRUG EXCEPTIONS TIMEFRAMES AND ENROLLEE RESPONSIBILITIES

Description:

SummaCare has an exceptions process that allows you to request and gain access to drugs not listed on the SummaCare Marketplace Formulary, pursuant to 45 CFR 156.122 (C).

Question and Answers:

Q. How does the formulary exception process work?

A. Initial formulary exception requests are reviewed by our Pharmacy Benefit Manager, MedImpact. Members or physicians may initiate an exception request by contacting the MedImpact Help Desk at **800-788-2949** or fax the Medication Request Form to **858-790-7100**.

Requests may be made by phone. Our reviewer may ask the prescriber to send in a written supporting statement, if a decision cannot be made based on the information provided orally (over the phone).

If we deny your request for a formulary exception, you, your representative or the prescriber can request an appeal. Appeals should be submitted to the SummaCare Appeals Department as indicated below. If you feel we have denied the formulary exception request incorrectly, you may ask us to submit the case for an external review by an impartial, third-party reviewer known as an independent review organization (IRO). We must follow the IRO's decision.

An appeal to SummaCare or an IRO review may be requested by a member, member's representative, or prescribing provider by mailing, emailing, calling, or faxing the request:

Address:

Attn: Appeals
SummaCare Inc.
PO Box 1107
Akron, OH 44309-1107

Phone: 330-996-8480

Fax: 330-996-8545

Email: appeals@summacare.com

Q. What is the time frame for a decision based on a standard review or expedited review due to exigent circumstances?

A. For a standard formulary exception request SummaCare will make its decision and notify you and the prescriber within 72 hours of receipt of the standard exception request. If you or your physician feel exigent circumstances exist, where the you are suffering from a serious health condition that may seriously jeopardize the your life, health or ability to regain maximum function or you are undergoing a current course of treatment using a non-formulary drug, the request can be requested as expedited (urgent) and we will make the decision and notify you and your prescriber within 24 hours of receipt of the expedited request.

Q. How do I complete the formulary exception request?

A. The Medication Request Form can be found [here](#) and can be completed by the you or your physician and faxed to **858-790-7100**. You or physicians may also initiate an exception request over the phone by contacting the MedImpact Help Desk at **800-788-2949**.