

**YOUR DRUG IS NOT ON OUR LIST OF COVERED DRUGS (FORMULARY)
OR IS SUBJECT TO CERTAIN LIMITS**

<DATE>

<MEMBER NAME>

<ADDRESS>

<CITY, STATE ZIP>

Dear <MEMBER NAME>:

We want to tell you that <Plan Name> has provided you with a temporary supply of the following prescription: <list medication here>.

This drug 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. <Plan Name> is required to provide you with a temporary supply of this drug, as follows:

Option 1 [*Insert for members who do not reside in a LTC facility:*

In the outpatient setting, we're required to provide a maximum of <insert days supply limit from console under Transition Setup – Retail/other – Standard> of medication. If your prescription is written for fewer days, we'll allow multiple fills to provide up to a maximum <insert days supply limit from console under Transition setup – retail/other – Standard> day supply of medication.

Option 2 [*Insert for members who reside in a LTC facility:*

For a resident of a long term care facility, we're required to provide a maximum of <insert days supply limit from console under Transition Setup – LTC – Standard> days' temporary day supply of medication. If your prescription is written for fewer days, we'll allow multiple fills to provide up to a maximum 98-day supply of medication. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste).

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

- changing the drug to another drug that is on our formulary; or
- requesting approval for the drug 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 1-866-632-7958. TTY users should call 1-866-706-4757. Live representatives are available from 24 hours a day, seven days a week. You can ask us for a coverage determination at any time. **Instructions on how to change your current prescription, 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 is not covered or is 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 days supply limit> days' temporary supply that we are required to cover, unless you obtain a formulary exception from us.

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 days supply limit> days' temporary supply that we are required to cover.

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 1 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 days supply limit> days' temporary supply that we are required to cover.

Reason for Notification: This drug is on our formulary and is subject to a quantity limit (QL). We will not continue to provide more than what our QL permits, which is <insert the QL>, unless you obtain an exception from <Plan Name>.

Reason for Notification: This drug is not on our formulary. We will cover this drug for at least 31 days while you seek to obtain a formulary exception from <Plan Name>. If you are in the process of seeking an exception, we will consider allowing continued coverage until a decision is made.

Reason for Notification: This drug is on our formulary and requires prior authorization. We will cover this drug for at least 31 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.

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 at least 31 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.

Reason for Notification: This drug is on our formulary and is subject to a quantity limit (QL). We will not continue to provide more than what our QL permits, which is <insert the QL>, unless you obtain an exception from <Plan Name>.

How do I change my prescription?

If your drug 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 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.

Phone: 1-866-632-7958 Fax: 1-866-632-7946	Medicare Part D Coverage Determinations PO Box 407 Boys Town, NE 68010
--	--

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. We accept standard requests by phone and in writing. We accept expedited requests by phone and in writing.

For an Expedited Appeal: You or your appointed representative should contact us by phone, mail or fax at the numbers below:

Phone: 1-855-570-1600 Fax: 1-855-519-5769	Attn: Appeals & Grievances Department 10 Ragsdale Drive, Suite 101 Monterey, CA 93940
--	---

For a Standard Appeal: You or your appointed representative should contact us by phone, mail or fax at the numbers below:

Fax: 1-855-519-5769	Attn: Appeals & Grievances Department 10 Ragsdale Drive, Suite 101 Monterey, CA 93940
---------------------	---

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 1-866-632-7958, 24 hours a day, seven days a week. TTY users should call 1-866-706-4757. Live representatives are available from 24 hours a day, seven days a week. You can ask us for a coverage determination at any time. You can also visit our website at www.aspirehealthplan.org.

Sincerely,

Aspire Health Plan

Aspire Health Plan is an HMO and HMO-POS plan sponsor with a Medicare contract. Enrollment in Aspire Health Plan depends on contact renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. You must continue to pay your Medicare Part B premium. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year. The formulary may change at any time. You will receive notice when necessary. This information is available for free in other languages. Please call our customer service number at 1-866-632-7958, 24 hours a day, seven days a week. If you have a hearing or speech impairment, please call us at TTY/TDD 1-866-706-4757. Aspire Health Plan complies with

applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call (855) 570-1600 (TTY users call 711) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-570-1600 (TTY: 711)
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-855-570-1600 (TTY 711).

Physician Copy

CC: Prescribing Physician