

State of Tennessee Step Therapy Protocol Exception Process

If you are covered by a Tennessee State fully-insured plan or a Tennessee State self-insured non-ERISA plan, your request for a prescription drug may require certain utilization management (UM) criteria or rules to be reviewed prior to coverage. These rules may include Step Therapy Protocol Exceptions.

If your prescription is rejected, your health care provider may request an exception to the Step Therapy Protocol Exception by completing and submitting the applicable prior authorization (PA) form. Have your provider contact the CVS Caremark® Prior Authorization Department for the appropriate PA form or download the criteria form from the CVS Caremark website.

As part of the authorization process, we will review the information submitted by your provider and determine if your request meets the requirements for exception based on the information received and medical necessity.

Step Therapy Protocol Exception requests will be processed within 2 business days of receipt of complete clinical information