

Requesting a protocol exemption for HMO plans

If you are covered by a Florida State fully insured 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 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 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.

Processing time

Urgent Protocol Exemption: Within 72 hours from receipt of request.

Non-urgent Protocol Exemption: Within 15 days from receipt of request.

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

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

Requesting an appeal for a protocol exemption for HMO plans

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

If you choose to submit an appeal, it must be received within one year of receipt of the letter of determination. Your appeal should include a copy of the letter received and any documents that will support your appeal. The fax number and mailing address to send all documents will be in the letter of determination.

Processing time

Urgent Protocol Exemption Appeal: Within 72 hours from time of receipt of appeal request.

Non-urgent Protocol Exemption Appeal: Within 15 days after your request is received if your plan has two levels of internal appeal or 30 days if your plan has only one level of internal appeal