



<Print_Date>

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

Return Service Requested



<MEMBER FIRST NAME> <MEMBER LAST NAME>
<ADDRESS LINE 1>
<ADDRESS LINE 2>
<ADDRESS LINE 3>
<City> <ST> <ZIP>

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

Dear <MEMBER FIRST NAME> <MEMBER LAST 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. [IEHP DualChoice Cal MediConnect Plan \(Medicare-Medicaid Plan\)](#) is required to provide you with a temporary supply of this drug[s]. If your prescription is written for fewer than <XX> days, we'll allow multiple fills to provide up to a maximum of <XX> days 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 [IEHP DualChoice Cal MediConnect Plan \(Medicare-Medicaid Plan\)](#) 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](tel:1-877-273-4347). TTY users should call [1-800-718-4347](tel:1-800-718-4347). Live representatives are available from **8am - 8pm (PST), 7 days/wk including holidays**. 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: **<DrugName>**

Date Filled: **<FillDate>**

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 **<XX>** days' temporary supply that we are required to cover, unless you obtain a formulary exception from us.]

[Name of Drug: **<DrugName>**

Date Filled: **<FillDate>**

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 **<XX>** days' supply that we are required to cover unless you obtain a formulary exception from [IEHP DualChoice Cal MediConnect Plan \(Medicare-Medicaid Plan\)](#).]

[Name of Drug: **<DrugName>**

Date Filled: **<FillDate>**

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 **<XX>** days' temporary supply that we are required to cover.]

[Name of Drug: **<DrugName>**

Date Filled: **<FillDate>**

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 **<XX>** days' temporary supply that we are required to cover.]

[Name of Drug: <DrugName>

Date Filled: <FillDate>

Reason for Notification: This drug is on our formulary. However, we will generally only pay for this drug if you first try a generic version of this drug. Unless you try the generic drug on our formulary first, or we approve your request for an exception, we will not continue to pay for this drug after you have received the maximum <XX> days' temporary supply that we are required to cover.]

[Name of Drug: <DrugName>

Date Filled: <FillDate>

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, which is <XX> unless you obtain an exception from [IEHP DualChoice Cal MediConnect Plan \(Medicare-Medicaid Plan\)](#).]

[Name of Drug: <DrugName>

Date Filled: <FillDate>

Reason for Notification: This drug is not on our formulary. We will cover this drug for <XX> days while you seek to obtain a formulary exception from [IEHP DualChoice Cal MediConnect Plan \(Medicare-Medicaid Plan\)](#). If you are in the process of seeking an exception, we will consider allowing continued coverage until a decision is made.]

[Name of Drug: <DrugName>

Date Filled: <FillDate>

Reason for Notification: This drug is on our formulary and requires prior authorization. We will cover this drug for <XX> 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: <DrugName>

Date Filled: <FillDate>

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 <XX> 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](#), [IEHP Pharmaceutical Services Department](#), P.O. Box 1800, Rancho Cucamonga, CA, 91729-1800, Fax 909-890-2058, and Phone 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. **[You must file a standard request in writing.] [We accept standard requests by phone and in writing.]** We accept expedited requests by phone and in writing. [IEHP DualChoice](#), [IEHP Pharmaceutical Services Department](#), P.O. Box 1800, Rancho Cucamonga, CA, 91729-1800, Fax 909-890-2058, and Phone 1-877-273-4347.

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Sincerely,

[IEHP Pharmaceutical Services Department](#)

[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.

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