

Drug Exception Timeframes and Enrollee Responsibilities

Community Health Options has a process for allowing exceptions to our formulary. To obtain coverage for a drug not on our formulary, you, your Designee, or the prescribing Provider must submit a request to Community Health Options with a clinical rationale for the exception. We will make a decision within 48 hours, or in exigent circumstances, within 24 hours. Exigent circumstances exist when you are suffering from a health condition that may seriously jeopardize your life, health, or ability to regain maximum function, or when you are undergoing a current course of treatment using a non-formulary drug.

If the requested drug is denied, you have the right to an external review. If you feel we have denied the non-formulary request incorrectly, you may ask us to submit the case to an external review by an impartial, third-party reviewer known as an Independent Review Organization (IRO). We must follow the IRO's decision.

If you are requesting a non-formulary drug, your Provider may work directly with our Pharmacy Benefits Manager Express Scripts to request the drug. Express Scripts can be contacted at 800-282-2881. For further information or assistance in obtaining approval for a non-formulary drug please contact Member Services at 855-624-6463.