

### **Requests for Non-Formulary Exception-to-Coverage Drugs**

If Community Health Options or its Pharmacy Benefits Manager denies an exception request for a nonformulary drug, Members may request that an independent review organization (IRO) review the exception request and denial of that request. If the exception-to-coverage request was standard in nature, the IRO must make a determination within 72 hours or two business days, whichever is less. If the exception-to-coverage request was expedited, the IRO must make a determination within 24 hours.