

# Provider Office Staff Exceptions and Appeals Checklist

## Steps for consideration toward obtaining the patient's medication:

		Yes	No
1	I have been notified that my patient's medication is not covered by the patient's health plan or that the patient will need to pay a high price or meet other requirements before obtaining it		
2	I have contacted Provider Relations at the patient's health plan for guidance, asked to speak with the "exceptions and appeals representative," if applicable, and have obtained a copy of the plan's Exceptions and Appeals process		
3	I have obtained the correct form from the patient's health plan, or because the patient is enrolled in a Medicare Part D plan, I will use the "Request for Medicare Prescription Drug Coverage Determination" form available from Medicare		
4	I have obtained a supporting statement from the prescribing physician, if required		
5	If filing an appeal, I have followed all steps in the appeals process in the order specified		
6	I understand that the timing of a response from the patient's health plan will vary by plan and by the state the patient lives in		
7	I have checked with the patient's health plan for any special or required rules for obtaining the medication		
8	I have evaluated the available options for obtaining the medication (Specialty Distributor, Specialty Pharmacy Provider) for potential cost savings, and discussed with my patient		

Resource	Website
<b>Centers for Medicare &amp; Medicaid Services (CMS)</b> • Request for Medicare Prescription Drug Coverage Determination Form	<a href="https://www.cms.gov/Medicare/Appeals-and-Grievances/MedPrescriptDrugApplGriev/CoverageDeterminations-">cms.gov/Medicare/Appeals-and-Grievances/MedPrescriptDrugApplGriev/CoverageDeterminations-</a>
<b>Medicaid Exceptions and Appeals Processes</b> (may vary from state to state)	<a href="https://www.medicaid.gov/about-us/contact-us/contact-state-page.html">medicaid.gov/about-us/contact-us/contact-state-page.html</a>

By selecting certain links within this document you will be taken to websites not hosted by Mitsubishi Tanabe Pharma America, Inc. Please note, Mitsubishi Tanabe Pharma America, Inc. does not control the content of third-party websites and our Privacy Policy does not apply.

