

HOW TO REQUEST AN EXCEPTION / APPROVAL

Pharmacy Drug List Exception Process/Prior Authorization

Coverage for certain prescription drugs and related supplies requires your doctor to obtain authorization prior to prescribing. Prior authorization may include, for example, a Step Therapy determination. Step Therapy determines the specific usage progression of therapeutically equivalent drug products or supplies appropriate for treatment of a specific condition. If your doctor believes non-Prescription Drug List prescription drugs or related supplies are necessary, or wishes to request coverage for prescription drugs and related supplies for which prior authorization is required, your doctor may call or complete the appropriate prior authorization form and fax it to Cigna to request a Prescription Drug List exception or prior authorization for coverage of the prescription drugs and related supplies. Your doctor should make this request before writing the prescription.

- **If the request is approved**, your doctor will receive confirmation. The authorization will be processed in our claim system to allow you to have coverage for those prescription drugs and related supplies. The length of the authorization will depend on the diagnosis and prescription drugs and related supplies. When your doctor advises you that coverage for the prescription drugs and related supplies has been approved, you should contact the pharmacy to fill the prescription(s).
- **If the request is denied**, your doctor and you will be notified that coverage for the prescription drugs and related supplies is not authorized. If you disagree with a coverage decision, you may appeal that decision in accordance with the provisions of the policy, by submitting a written request stating why the prescription drugs and related supplies should be covered.

If you have questions about a specific Prescription Drug List exception or prior authorization request, you should call Customer Service at the toll-free number on the back of your Cigna ID card.



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Tel-Drug, Inc., Tel-Drug of Pennsylvania, L.L.C., and HMO or service company subsidiaries of Cigna Health Corporation, including Cigna HealthCare of Arizona, Inc., Cigna HealthCare of California, Inc., Cigna HealthCare of Colorado, Inc., Cigna HealthCare of Connecticut, Inc., Cigna HealthCare of Florida, Inc., Cigna HealthCare of Georgia, Inc., Cigna HealthCare of Illinois, Inc., Cigna HealthCare of Indiana, Inc., Cigna HealthCare of St. Louis, Inc., Cigna HealthCare of North Carolina, Inc., Cigna HealthCare of New Jersey, Inc., Cigna HealthCare of South Carolina, Inc., Cigna HealthCare of Tennessee, Inc., and Cigna HealthCare of Texas, Inc. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.