
Drug Exception Timeframes and Enrollee Responsibilities

Sometimes our members need access to drugs that are not listed on the plan's formulary (drug list). These medications are initially review by University of Utah Health Plans. These medications are initially reviewed by University of Utah Health Plans through the formulary exception review process. The member or provider may submit the request to us by using the [Pharmacy Formulary Exception Request Form](#). This process is similar to requesting prior authorization for a formulary drug. You may submit the exception form electronically or through mail or fax:

[Exception Request Form](#)

PO Box 1308
Sandy, UT 84091
Phone: 385-425-5094
Fax: 385-425-4052

If you feel we have denied the non-formulary request incorrectly, you may ask us to submit the case for an external review by an impartial, third-party reviewer known as an independent review organization (IRO). We must follow the IRO's decision. An IRO review may be requested by a member, member's representative, or prescribing provider by mailing, calling, or faxing the request:

When you ask for an exception, you or your doctor or other prescriber must give us a written request for exception that explains that medical reasons for requesting the exception and why it needs to be approved. If your health requires a quick response, you can ask us to make an expedited or fast decision. For an expedited or fast decision, include this medical information from your doctor or other prescriber when you ask for an exception.

For an initial standard exception request, the timeframe for review is 72 hours from when we receive the request.

For an initial expedited or fast exception review requests, the timeframe for review is 24 hours from when we receive the request.

To request an expedited review an exigent (urgent) circumstance, select the "Request for Expedited Review" option in the [Request Form](#).

If the formulary exception is denied, you have the right to appeal. Please see the appeals section in your policy for more instruction and timeframes. If you feel we have denied the non-formulary request incorrectly, you may ask us to submit the case for an external review by an impartial, third-party reviewer known as an independent review

organization (IRO). We must follow the IRO's decision. An IRO review may be requested by a member, member's representative, or prescribing provider.