

# Drug Exception Timeframes and Member Responsibilities

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**Explanation:** If you have medical circumstances that may warrant an exception to drug-specific benefit or coverage limitations, you or your prescribing physician may file a request for an exception to cover the non-formulary drug from Magellan Rx Management, Alliant's Pharmacy Benefit Manager (PBM).

## Process for Requesting a Drug Exception:

- The provider must complete the [Prescription Drug Exception Form](#) and provide any supporting documentation to indicate the need for the exception:

In addition to completing the form from the above link, the form can also be obtained:

- Call Magellan Rx Management at 800-424-1799
- Login to [PHRAnywhere](#) to access the Magellan Rx Management portal for the online form
- Submit the completed covered exception requests form to Magellan Rx Management.
- After the form is received by Magellan Rx Management, the form will be reviewed by a Magellan Rx Management clinical pharmacist.
- Once a determination has been made, a notification will be sent to the member if the exception has been approved or denied, along with the member's available appeal options.
- If approved, coverage may be granted for up to a year depending on the drug requested.

## Timeframes for Decisions:

- Non-urgent and urgent commercial: Five days of receipt by Magellan Rx Management or sooner if required by client contractual, state or federal requirements.
- Standard and Expedited Exchange/Marketplace: 72 hours (standard) or 24 hours (expedited) after request is received.
- If all required information is not received, the prescriber will be notified of the additional information needed.

## How to Complete the Application:

1. You or your provider should complete the online [Prescription Drug Exception Form](#), filling in all fields of requested information.
2. Click on the "submit" button to complete the request.