

# 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, or need access to a drug not on the plan formulary, you or your prescribing physician may file a request for an exception with Magellan Rx Management. Magellan Rx is the Pharmacy Benefit Manager (PBM) for Alliant Health Plans.

## Process for Requesting a Drug Exception:

- You or your provider must complete the [Drug Exception Request form](#), filling in all fields of the requested information. Click on the “submit” button to complete the request.
- The form can also be obtained by calling Magellan Rx Management at (800) 424-1799 or logging onto the member portal, [PHRAnywhere](#), to access the Magellan Rx Management portal for the online form. Submit the completed Drug Exception Request form to Magellan Rx Management.
- A Magellan Rx Management clinical pharmacist will review the form.
- Upon determination, you will receive a notification indicating if the exception has been approved or denied, along with available appeal options including external review by an Independent Review Organization (IRO).
  - You, your representative, or prescribing physician can submit a request for external review online at [www.externalappeal.com](http://www.externalappeal.com), by calling (888) 866-6205 to ask for an external review request form, or by sending the request via email to [ferp@maximus.com](mailto:ferp@maximus.com). To request an external review by fax or mail:

MAXIMUS Federal Services  
3750 Monroe Avenue, Suite 705  
Pittsford, NY 14534  
Fax: (888) 866-6190

## Timeframes for Decisions:

- Standard requests will be decided within 72 hours.
- Expedited requests will be decided within 24 hours.
- If all required information is not received, the prescriber will be notified of the additional information needed.