

## **COVERAGE REVIEW PROGRAM**

The **Coverage Review Program** ensures that plan participants are receiving prescription medications that result in appropriate, cost-effective care. If you are taking any drugs that are subject to review, Express Scripts will need to review additional information from your doctor before they can be filled under your plan. The coverage review process uses plan rules based on FDA-approved prescribing and safety information, clinical guidelines, and uses that are considered reasonable, safe, and effective.

### How It Works

- If you submit a prescription to a retail pharmacy for a medication that requires a coverage review, you, your doctor or the pharmacist can initiate a review by calling Express Scripts toll-free at 1-800-753-2851 between 8:00 a.m. and 9:00 p.m., Eastern time, Monday through Friday.
- If you use Express Scripts Home Delivery (mail order), Express Scripts will call your doctor to start the review process for you.
- The coverage review process normally takes two business days to complete upon receipt of the necessary information.
- Upon completion of the review, Express Scripts will send you and your doctor a letter confirming whether or not the coverage was approved.
- Coverage approval is issued for a one-year period, and will need to be renewed annually. Please make note of the expiration date of the approval.

***Note: All drugs listed are subject to change. If you have specific questions about the drugs and categories, please contact Express Scripts at 1-800-939-2142.***

**To appeal the outcome of the Coverage Review Process you may send a written appeal to:**

**Express Scripts  
ATTN: Coverage Appeals  
8111 Royal Ridge Parkway  
Irving TX 75063**