Does the request include the following **standard** requirements: (1) the prescription, (2) a supporting statement setting forth clinical justification and medical necessity, and (3) duration of treatment?

No

Request incomplete. Return within 24 hours. The 24 hour processing timeframe does not start until request is complete. However, if an emergency, must dispense a 72-hour supply.*

Yes

Is additional information (beyond the above standard requirements) needed to make a determination?

Yes

Request that prescribing physician provide additional information within 72 hours. Processing timeframe will be tolled for the duration.

Has the prescribing physician provided the requested information within 72 hours after the request for additional information?

No

Approve or deny exception based on available information after the additional time given for a response has expired. If notice provided by phone, send written confirmation by mail to beneficiary and by fax or e-mail to prescribing physician and pharmacy within 3 business days of verbal notification.

Yes

Request is rendered inactive. Send notification letter to pharmacy and prescribing physician.

Has MCO received the requested information after the request has been inactivated?

Yes

Pend the exception request and processing timeframe for the time period granted under the extension, which cannot exceed 72 hours. However, if an emergency, must dispense a 72-hour supply.*

Should an extension be granted, either because the prescribing physician or beneficiary requests an extension or the MCO decides that an extension is in the beneficiary’s best interest?

No

Approve or deny exception based on clinical protocols within 24 hours after receipt of request and standard information needed to make a decision. If notice provided by phone, send written notice by mail to beneficiary and by fax or e-mail to prescribing physician and pharmacy within 3 business days of verbal notification.

Yes

Prescribing physician submits exception request to the MCO.

* An emergency 72-hour supply should **not** be dispensed for drugs that are statutorily excluded, including drugs used to promote fertility, drugs used for cosmetic purposes or hair growth, drugs used for the symptomatic relief of cough and colds, most prescription vitamins and mineral products, non-prescription drugs or over-the-counter medication unless specifically included in Mi Salud coverage, and drugs which the manufacturer seeks to require as a condition of sale that associated tests or monitoring services be purchased exclusively from the manufacturer or its designee. Drugs that are not prescribed for a medically accepted indication are also excluded.