

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



## CENTER FOR BENEFICIARY CHOICES

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### MEMORANDUM

TO: All Part D Plan Sponsors

FROM: Gary Bailey, Deputy Director for Plan Policy and Operations

RE: Access to Exceptions and Appeals Information on Plan Website

DATE: March 16, 2006

CMS has been working with representatives of plans and physicians to identify ways to streamline the exception and appeals process. One important tactic in this effort is to for plans to create an exception and appeals resource on their website that would include all instructions and forms that are needed to file and complete an exception or appeal. Some plans have already created this resource on their website. We ask that all plans do so no later than March 27.

Further to ensure that this information is readily available we ask that plans' requestors can get to this information from the plan formulary page in no more than one click. Some plans have said they cannot link directly to their formulary page (for example a plan website could be set up so the user needs to select the State before accessing details like the formulary). If so, we ask that the link be as close to that page as feasible. Our goal is to get the user to the information with the fewest number of clicks. *Forms included on this page must include prior authorizations, exceptions, appeals, and step therapy requirements.*

As you know the plan formularies URLs are active now on [cms.hhs.gov](http://cms.hhs.gov) (see link below). A user can get to this information either through Formulary Finder or via a direct link from the [cms.gov](http://cms.gov) "information for physician's" section of the drug benefit information (ie [www.cms.hhs.gov/prescriptiondrugcovgenin/04\\_Formulary.asp](http://www.cms.hhs.gov/prescriptiondrugcovgenin/04_Formulary.asp)).

[www.medicare.gov/MPDPF/Shared/Include/Formulary/FormularyFinder.asp?language=english](http://www.medicare.gov/MPDPF/Shared/Include/Formulary/FormularyFinder.asp?language=english)