



Appeal Reference Guide: UAS01 – University of Arkansas Systems

The following processes for review of formulary placement do not replace or supersede existing appeal procedures for step therapy, quantity limits and prior authorizations through the Evidence-Based Prescription Drug Program, (EBRx).

This process was developed for requests for medications not covered under the plan.

If you feel you have difficulty in taking a particular formulary medication:

- Discuss your symptoms and concerns with your physician.
- If your physician believes there is not an acceptable formulary treatment/ drug alternative, **your physician may complete and sign** a Medical Request Form (MRF). See Address / Fax below on where to submit form (This form is available for you to print on the UAS MedImpact Website <https://mp.medimpact.com/uas> or the UAS Benefits website <https://uasys.edu/benefits>)

Attn: Evidence-Based Prescription Drug Program (EBRx)
c/o UAMS College of Pharmacy
4301 W. Markham St., Slot #522
Little Rock, AR 72205
Phone: (833) 650-0475 or (501) 214-2156
Fax: (877) 540-9036

- The Individual Medical Exception Request applies to a review associated only with your unique situation.
- The Plan Review Request applies if your physician believes the medical concerns or issues you are experiencing with a particular drug and/or drug treatment plan are also an issue or potential issue for other patients.

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| <p>1st Level Administrative Appeal: Administered by EBRx</p> <p>Submit this request to EBRx using the contact information on page 1 of this document.</p> | |
| <p>Definition of a 1st Level Appeal:</p> | <p>First review after initial PA request has been denied.</p> |
| <p>Definition of an Administrative Appeal:</p> | <p>Services/items that the health plans would not pay; exclusions or limitations described in the Benefits Chart, or anywhere else in Evidence of Coverage, or in health plan's Summary Plan Document (SPD).</p> |
| <p>Appeal Timeframe:</p> | <p>A 1st level appeal and administrative request may be submitted within 180 days from date of non-approval notice.</p> |
| <p>Turn-Around Time (TAT):</p> | <p><u>Urgent</u> Acknowledgement: Letter to be sent within 24 Hours of receipt. Finalization: Appeal to be completed within 72 Hours of receipt. <u>Standard</u> Acknowledgement: Letter to be sent within 5 Calendar Days of receipt. Finalization: Appeal to be completed within 15 Calendar Days of receipt.</p> |

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| <p>2nd Level Administrative Appeal: Administered by the University of Arkansas System</p> <p>Submit this request to EBRx using the contact information on page 1 of this document.</p> <p>Note: EBRx will forward documentation submitted for PA / 1st level appeal to the Plan Contact</p> | |
| <p>Definition of a 2nd Level Admin Appeal:</p> | <p>Second level review by the plan after the first level has been upheld.</p> |
| <p>Appeal Timeframe:</p> | <p>A 2nd level appeal request may be submitted within 90 days from date of non-approval notice.</p> |
| <p>2nd Level Admin Appeal Instructions:</p> | <p>Attach the request for 2nd level to the original Appeal packet and Send to Plan Contact at the University of Arkansas System</p> |

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| <p>Turn-Around Time (TAT) & Notification Details:</p> | <p>Standard 2nd Level Appeal to be completed within 30 Calendar Days of receipt.</p> <p>Urgent 2nd Level Appeal to be completed within 72 Hours of receipt.</p> <p>Notification Note: The plan will notify EBRx of the decision and EBRx will notify the member outcome of their decision via mail.</p> |
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| <p>3rd Level External Review: Administered through UMR</p> <p>Note: EBRx will forward documentation submitted from 1st and 2nd level appeal to UMR for IRO distribution.</p> | |
| <p>Definition of a 3rd Level Clinical Appeal:</p> | <p>Third Level Clinical review after first and second level administrative appeals has been upheld.</p> |
| <p>Appeal Timeframe:</p> | <p>A 3rd level clinical appeal request may be submitted within 90 days from date of the 2nd level administrative appeal non-approval notice.</p> |
| <p>3rd Level Clinical Appeal Instructions:</p> | <p>Attach the request for 3rd level Clinical Appeal to the original Appeal packet and Send to the external vendor for clinical review</p> |
| <p>Turn-Around Time (TAT) & Notification Details:</p> | <p>Standard 3rd Level Appeal to be completed within 45 Calendar Days of receipt.</p> <p>The Appeal Coordinator will send acknowledgement letter to the member and requestor within 5 days.</p> <p>Urgent 3rd Level Appeal to be completed within 72 Hours of receipt.</p> <p>The Appeal Coordinator will send acknowledgement letter to the member and requestor within 24 hours.</p> <p>Notification Note: The ERO will notify the member outcome of their decision via mail.</p> <p>*Urgent Cases include Member telephonic notification by the ERO.</p> |

Further review of an issue will be considered only upon submission of a new review request containing significant new information.

There are no temporary or interim approvals for requests which are pending review.

This process was developed for medication that is not covered under the plan.

If an uncommon side effect is being documented, a completed FDA MedWatch form must also be attached.