



## QUICK TIPS

# REQUESTING AN EXCEPTION

### There are occasions when a physician may wish to prescribe a Biogen relapsing multiple sclerosis (MS) therapy even though it requires step therapy or is not covered by insurance

You may encounter a situation in which a health plan may not provide coverage for Biogen therapies unless other medications are tried first or the plan excludes the therapy from its formulary.

In these situations, the prescribing physician may choose to submit a request for an exception to bypass the health plan's requirement due to the patient's individual circumstances.

### Supporting documents that may strengthen your exception request



Details from a patient's medical record



Expanded Disability Status Scale scores, MRI data, and relapse history



If appropriate, general medical history listing comorbidities and any medication history, including contraindications



Clinical evidence for treatment failure, such as inadequate response, adverse events, or side effects



Letters from consultants or other medical professionals that provide insight that impacts your treatment choice



Prescribing Information

MRI=magnetic resonance imaging.



A request for an exception may need to be completed using a form from the health plan and/or a separate Letter of Medical Necessity from your office. It is important to include all of the appropriate documentation in order to provide support for the request. Remember, you can visit [reimbursement.mybiogen.com](https://reimbursement.mybiogen.com) to download Sample Letters of Medical Necessity, which you may consider using for your exception request.

**Remember that each individual patient's situation will vary and that it is up to you and your patient to determine what product is appropriate and what next steps are necessary in order to receive that product.**

# CHECKLIST: REQUESTING AN EXCEPTION



## **CHECK THE BI TO DETERMINE IF REQUESTING AN EXCEPTION IS NECESSARY.**

The information gathered during the BI may help determine if the prescribed Biogen therapy is subject to a step therapy restriction or is excluded from the health plan's formulary. If the patient's SP conducts the BI, it may notify you if submitting a request for an exception is required.



## **COMPLETE THE EXCEPTION REQUEST WITH A LETTER OF MEDICAL NECESSITY.**

Confirm whether the health plan requires a specific form for exception requests or a separate letter from your office.

- Remember to carefully and accurately complete the exception request form. Requests for exception may be denied because the form contains inaccurate or incomplete information



## **PROPERLY SUBMIT THE EXCEPTION REQUEST.**

Determine whether a health plan requires an exception to be submitted via phone, fax, or email, or through a specific website. Also inquire about the appropriate contact for the request.

- Record the date, time, and method of submission



## **TRACK THE STATUS OF THE EXCEPTION REQUEST.**

Some states have legislation that requires insurance carriers to respond to exception requests within a certain time frame.



## **IN THE CASE OF A DENIAL:**

Biogen is dedicated to supporting your patients in the appeals process. Contact your Biogen representative if you have any questions about a denial.

For more information about requesting an exception, please refer to the **Managing Health Plan Restrictions** section in *A Guide to Navigating Insurance and Biogen Support Services*, which is available at [reimbursement.mybiogen.com](https://reimbursement.mybiogen.com). If you would like a hard copy of the guide, please contact your Biogen representative.