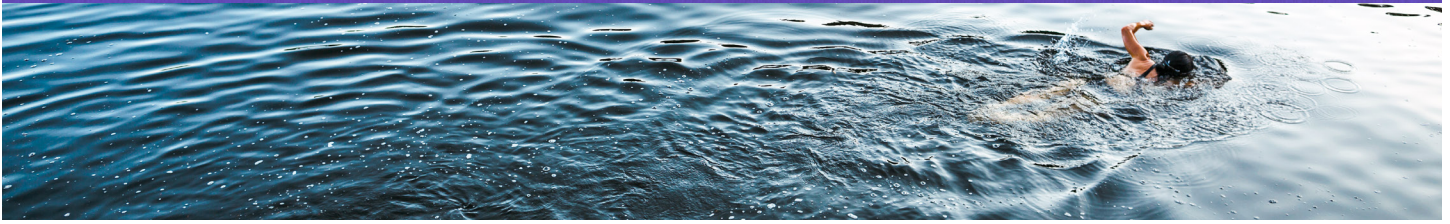


# Step therapy protocol exception



A common cost-control strategy, a **step therapy protocol** is when your plan requires you to try one or more less-expensive, but often similarly effective, medications before “stepping up” to a more expensive option.

An **exception to step therapy** is a request to override a generally applicable step therapy protocol in favor of coverage of the prescription drug originally prescribed by the provider.

## For members:

If your medication requires a step therapy exception, you must get prior authorization before the medication will be covered. To start the prior authorization process, call the number on your member ID card.

## For providers:

For prescription drugs covered under the medical benefit, you must obtain prior authorization to request a step therapy protocol exception. Please contact our prior authorization department at **877-237-0006** or **uhcprovider.com**.



For prescription drugs covered under the pharmacy benefit, please check the Surest member ID card:

If the pharmacy benefits provider is OptumRx, please contact the prior authorization department at **800-711-4555** or **professionals.optumrx.com/prior-authorization.html**.

If the pharmacy benefits provider is Navitus, please contact the prior authorization department at **844-268-9789** or **navitus.com/prescribers/prior-authorization**.