



REMINDER: BE SURE TO FOLLOW APPROPRIATE PEER-TO-PEER OR APPEALS PROCESSES REGARDING PHARMACY COVERAGE DENIALS

If you have ordered a prescription medication for a Highmark member, and coverage for the medication under the member's **pharmacy** benefit was denied, you may request a peer-to-peer discussion with a Highmark physician reviewer, an expedited appeal or a standard appeal. Please be sure to closely follow these steps when requesting a peer-to-peer discussion or an appeal:

- For commercial product peer-to-peer discussions and appeals: Please fax your request to us at 1-866-240-8123. Ensure that your request is clearly marked as a "peer-to-peer discussion request," an "Expedited Appeal" or a "Standard Appeal." Please be aware that that is the order in which these options must be requested; each of those options only can be requested once within a 180-day period. **Note:** You must initiate a peer-to-peer discussion first; you cannot request an appeal and later request a peer-to-peer discussion for the same pharmacy coverage denial.
- For Medicare Advantage product peer-to-peer discussions and appeals:
 1. Request a peer-to-peer discussion by faxing the patient's information to 1-866-240-8123 and clearly mark your submission as a peer-to-peer discussion request.
 2. Request the next level of review, which is a standard appeal, or, for urgent situations, an expedited appeal. For standard appeals, please fax your request to 1-717-635-4209. For expedited appeals, please call, toll-free, 1-800-485-9610, or fax your request to 1-800-894-7947.

Our Pharmacy Medical Management and Policy area will not review new requests for drugs that have been denied within the previous 60 days. You must follow the above processes to request a peer-to-peer discussion or appeal.

Please note that the above procedures don't reflect a change in our processes. We're simply issuing this reminder of the procedures, as recently some requests have been submitted improperly.