

# Special Bulletin

For professional and facility providers

March 19, 2024

## How to Request Step Therapy Exceptions for Providers and Members

Delaware step therapy law requires that insurers provide practitioners and members with access to a “clear, readily accessible and convenient process” to request a step therapy exception.

To download the [request form](#), go to the **Provider Resource Center > FORMS > Pharmacy Prior Authorization Forms**. Once on the page, click [Prescription Drug Medication Request Form](#).

Patients can make a step therapy exception request by visiting [this page](#) on the Highmark Delaware member website. Once there, they should click the drop-down menu next to **Pharmacy Forms** and select **Step Therapy Exception Request Form**. Members will need to log in to download the form.

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