60.4 – Drug Utilization Management Disclosure Requirements

(Rev. 11, Issued: 02-19-10, Effective/Implementation Date: 03-01-10)

Part D sponsors must provide current and prospective enrollees (or their physician or authorized representative) with information regarding specific prior authorization criteria and other utilization management requirements *(i.e., step therapy and quantity limits)*. This information must be made available on a timely basis so that beneficiaries can make informed enrollment decisions and so that physicians can access information that will help avoid delays at the pharmacy and potential interruptions in drug therapy.

Instructions at 42 CFR 423.128(c)(1)(v) and (c)(2) require Part D sponsors to provide Part D eligible beneficiaries information about their formulary and utilization management procedures. Similarly, 42 CFR 423.128(d) requires Part D sponsors to provide current and prospective beneficiaries "specific information" such as specific prior authorization requirements, "on a timely basis" through a toll-free customer service call center. Accordingly, Part D sponsors must explain their utilization management requirements and criteria through their customer service call centers. To ensure that such requests are addressed in a timely manner, if the customer service representative is unable to adequately address or answer the enrollee's (or his/her authorized representative's) or physician's questions, sponsors must expedite the call to their pharmacy technical help call center where further detail can be provided on the drug and utilization management criteria in question.