

Truli for Health: Protocol Exemption Request for Providers



To prescribe a medication, medical procedure or course of treatment for a condition that is different from the step-therapy protocol developed by Truli for Health, request an exemption by submitting a Protocol Exemption Request.

How to submit a Protocol Exemption Request for medical procedures, treatments, or medications **under a medical benefit**:

- **Health Care Providers:** Use the [Provider Protocol Exemption Request form](#)
- Complete the entire Protocol Exemption Request form along with the request for authorization services and medications. Fax the request and all necessary documents to us at **1-877-219-9448**. Please be sure to provide **all necessary medical records and documentation** required for us to determine an exemption.

How to submit a Protocol Exemption Request for medications **under a pharmacy benefit**:

- Use either the Step Therapy form or the Prior Authorization form. Submit with the step-therapy protocol to Prime Therapeutics either by fax at **1-855-212-8110** or [CoverMyMeds](#). Please be sure to provide **all necessary medical records and documentation** required for us to determine an exemption.
 - [Step Therapy forms](#)
 - [Prior Authorizations forms](#)

Important information for **all Protocol Exemption Requests**:

- **Please don't use the Protocol Exemption Request if a Pre-Service Request was denied.** If a Pre-Service Request and that was denied, follow the standard appeal process.

Truli for Health will review and determine approval or denial of your Protocol Exemption Request within 72 hours for an urgent request or 15 calendar days for a non-urgent request. We'll notify you and your patient with the result by letter.

If the protocol exemption request is denied, you or your patient can appeal. To do so, submit a completed appeal form based on your benefit. Please allow 30 days for appeals to be reviewed.

Have questions? Call us at **1-833-238-8144** with questions.