

## Supporting Information for Step Therapy Exception Request

Pursuant to [§20-3654](#) Arizona Revised Statutes

Determination required within:

- 24 hours (urgent)
- 72 hours

Pursuant to [§20-3654](#) Arizona Revised Statutes, the patient qualifies for an exception to the step therapy protocol because any **one** of the following conditions has been met:

- The required prescription drug is contraindicated or will likely cause a serious adverse reaction or physical or mental harm.
- The required drug is expected to be ineffective.
- The patient has tried the required drug, or another drug in the same pharmacologic class with a similar efficacy and side effect profile or with the same mechanism of action and was adherent for a period of time sufficient to allow for a positive treatment outcome and the drug was discontinued due to lack of efficacy, effectiveness, an adverse event or contraindication.
- The patient has experienced a positive therapeutic outcome on a drug other than the required drug.
- The required drug is not in the best interest of the patient based on medical necessity because use of the required drug is expected to cause any of the following:
  - A barrier to adherence of compliance with a plan of care.
  - A negative impact on comorbid conditions.
  - A clinically predictable negative drug interaction.
  - A decrease in the patient's ability to achieve or maintain reasonable functional ability in performing daily activities for which the patient has experienced a positive therapeutic outcome.

### Rationale for Request

**Signature:**

**Date:**

**Attn: Department of Insurance**

Phone: 602- 364-3100 / Complaint: <https://dif.az.gov/file-complaint-against-insurance-entity>