

### **Can you ask for an exception to cover your drug?**

Yes. You can ask GuildNet Gold Plus FIDA Plan or your Interdisciplinary Team (IDT) to make an exception to cover a drug that is not on the Drug List.

You can also ask GuildNet Gold Plus FIDA Plan or your IDT to change the rules on your drug.

- For example, GuildNet Gold Plus FIDA Plan may limit the amount of a drug we will cover. If your drug has a limit, you can ask us or your IDT to change the limit and cover more.
- Other examples: You can ask us or your IDT to drop step therapy restrictions or prior approval requirements.

### **How long does it take to get an exception?**

First, GuildNet Gold Plus FIDA Plan or your Interdisciplinary Team (IDT) must receive a statement from your prescriber supporting your request for an exception. After we receive the statement, you will get a decision on your exception request within 72 hours.

If you or your prescriber think your health may be harmed if you have to wait 72 hours for a decision, you can ask for an expedited exception. This is a faster decision. If your prescriber supports your request, you will get a decision within 24 hours of receiving your prescriber's supporting statement.

### **How can you ask for an exception?**

To ask for an exception, call your Care Manager. Your Care Manager will work with you and your provider to help you ask for an exception.

**If you have questions**, please call GuildNet Gold Plus FIDA Plan at 1-800-815-0000, Monday through Sunday, between 8 am and 8 pm. (TTY/TDD, please call 711). The call is free. **For more information**, visit [www.guildnetny.org](http://www.guildnetny.org).

GuildNet Gold Plus FIDA Plan is a managed care plan that contracts with both Medicare and the New York State Department of Health (Medicaid) to provide benefits of both programs to Participants through the Fully Integrated Duals Advantage (FIDA) Demonstration.

Benefits, List of Covered Drugs, and pharmacy and provider networks may change from time to time throughout the year and on January 1 of each year.

You can always check GuildNet Gold Plus FIDA Plan's up-to-date List of Covered Drugs online at [www.guildnetny.org](http://www.guildnetny.org) or by calling GuildNet Gold Plus FIDA Plan Participant Services at 1-800-815-0000. TTY/TDD, please call 711.

Limitations and restrictions may apply. For more information, call GuildNet Gold Plus FIDA Plan Participant Services or read the GuildNet Gold Plus FIDA Plan Participant Handbook.

You can get this information for free in other formats, such as Braille or large print. Call 1-800-815-0000 (TTY users call 711). The call is free.

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Usted puede obtener esta información en otros idiomas gratis. Llame al 1-800-815-0000 o TTY/TDD al 711, de lunes a domingo de 8am a 8pm. La llamada es gratis.”

The State of New York has created a participant ombudsman program called the Independent Consumer Advocacy Network (ICAN) to provide Participants free, confidential assistance on any services offered by GuildNet Gold Plus FIDA Plan. ICAN may be reached toll-free at 1-844-614-8800 or online at [icannys.org](http://icannys.org).