

Aetna Life Insurance Company

Amendment

Policyholder: CITY OF MATTOON

Group policy number: GP-284073

Amendment effective date: January 1, 2018

Your group policy has changed. The certificate of coverage is revised to reflect this. This change is effective on the date shown above.

The following describes changes to the Medical Necessity/Referral/Precertification section:

How do I request a medical exception?

Sometimes you or your prescriber may seek a medical exception to request coverage for a prescription drug that is not covered or for which coverage is being discontinued (for reasons other than safety or drug manufacturer withdrawal) or from a step therapy requirement or dosage limitation.

You or your prescriber can contact us and will need to provide us with the required clinical documentation. We will process your request through our standard medical exception process within 72 hours after receipt. Any waiver granted as a result of a medical exception shall be based upon an individual, case-by-case determination, and will not apply or extend to other covered persons. If the medical exception is approved by us, you will receive coverage for the prescription drug according to the terms of your group policy.

We will make a coverage determination for your urgent request within 24 hours after we receive your request and will tell you, someone who represents you and your prescriber of our decision. In the case of denial, we will provide you with:

- The reason for the denial
- An alternate covered medication (if applicable)
- Information for submitting an appeal of the denial

This change applies unless its effect is to provide a lesser benefit or coverage than that already provided in the certificate of coverage.

This change applies unless its effect is to provide a lesser benefit or coverage than that already provided in the certificate of coverage. But, if you live in a state other than Illinois and your state requires that the benefit or coverage listed below be provided to residents, you will receive the benefit or coverage mandated by the state you live in instead of the benefit or coverage below.

This amendment makes no other changes to the group policy or booklet-certificate.



Mark T. Bertolini
Chairman, Chief Executive Officer and President

Aetna Life Insurance Company
(A Stock Company)

All members covered under an Illinois medical policy.

IL HB 3549 - Step Therapy Utilization Review/Utilization Management
Amendment 1731-PL
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