

Special Bulletin

For professional and facility providers

March 19, 2024

How to Request Step Therapy Exceptions for Providers and Members

Delaware step therapy law requires that insurers provide practitioners and members with access to a “clear, readily accessible and convenient process” to request a step therapy exception.

To download the [request form](#), go to the **Provider Resource Center > FORMS > Pharmacy Prior Authorization Forms**. Once on the page, click [Prescription Drug Medication Request Form](#).

Patients can make a step therapy exception request by visiting [this page](#) on the Highmark Delaware member website. Once there, they should click the drop-down menu next to **Pharmacy Forms** and select **Step Therapy Exception Request Form**. Members will need to log in to download the form.

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