

## **Exceptions To Policy**

**Explanation:** An exception to policy is a request for a medication not otherwise covered by the Iowa Department of Human Services. Exceptions to policy may be granted to the Department of Human Services rules, but they cannot be granted to rules that are based on federal policy or state law. Exceptions will not be granted for program eligibility requirements, such as income guidelines or resource limits. There is no fee or charge for requesting an exception to policy. An exception to policy is a last resort request. It should only be requested after all administrative options have been exhausted.

**Criteria Used To Determine Exception To Policy Requests:** An exception to policy is granted when the medication being requested would improve the quality of life of a member at no additional cost to the state, or when it would result in savings to the state.

The criteria used to decide if an exception to policy can be approved are:

- Is there an extreme need for an item or service?
- Are there exceptional circumstances that justify an exception to policy?
- Would an exception to policy result in no additional cost or cost savings to the state?
- Have all other administrative options been exhausted?
- What is the cost to the state and are there funds in the Department's budget?

**Who Decides Exception To Policy Requests:** An exception to policy is granted at the discretion of the Director of the Iowa Department of Human Services.

**How To Request an Exception To Policy:** An Exception To Policy request must be received in writing. A letter may be written or a Petition for Exception to Policy form can be completed.

The Petition For Exception To Policy Form is available through the DHS website, or can be accessed directly at <https://dhssecure.dhs.state.ia.us/forms/470-3888.htm>. Please answer all questions on this form and be as specific as possible. Once the form is completed, click the “submit” button at the bottom of the form. Your request will be sent directly to the *Appeals Section*.

If you choose not to submit the Exception To Policy Form on-line, a letter may be sent detailing the request via mail, fax, or e-mail. The letter submitted should include, but is not limited to, the following:

- List the name, address, and Medicaid number (state ID number) of the person who needs the exception.
- Describe what medication is being requested.
- Explain why it is needed. If it is medical in nature, include the medical necessity of the medication.
- Tell what the member has been tried in the past.

**Mail:**

**Fax:** (515) 564-4118

**E-mail:** [exceptions@dhs.state.ia.us](mailto:exceptions@dhs.state.ia.us)

Department of Human Services  
Appeals Section  
1305 E Walnut Street, 5th Floor  
Des Moines, IA 50319

Additional documentation that will help support your request, such as patient chart notes, peer reviewed medical literature, etc., should be mailed, faxed or e-mailed to the *Appeals Section* (contact information listed above) so it can be used when reviewing the Exception To Policy request.