



Dear Colleagues,

If you received written correspondence from Aetna notifying you that your prescription medication would no longer be covered by your Pepperdine medical plan as of January 1, 2026, and your doctor has determined there is a medical reason for you to remain on the non-covered medication(s), an Exception Request must be submitted on or after January 1, 2026, and approved, prior to filling or refilling the prescription in 2026.

Covered Medications Search Feature

Please utilize Aetna's formulary [search tool](#) to see if your medications will be covered under Aetna's prescription drug plan in 2026. You may also see which cost tier each medication is subject to and if any special requirements apply, such as step therapy or prior authorization.

Exception Request

In cases where there is a medical necessity for you to continue taking a medication that is no longer covered in 2026, your doctor may submit an exception request to Aetna. Exceptions may include covering a non-covered drug, exceeding drug quantity limits, or bypassing prior authorization or step therapy requirements.

If the medication you are prescribed requires an exception, then your doctor must submit an exception request directly to Aetna (Pepperdine employees cannot submit these). Please note, exception requests are reviewed by Aetna on a case-by-case basis and your doctor's submission does not guarantee approval of coverage. Aetna will contact you or your doctor with their decision within 14 business days. Expedited requests return a determination within 24 hours.

Your doctor may request a medical exception by:

- Submitting their request through Aetna's secure provider website on www.availity.com
- Calling the Aetna Pharmacy Precertification Unit
 - For Non-Specialty drugs: (800) 294-5979
 - For Specialty drugs: (866) 814-5506
- Faxing the completed request form
 - For Non-Specialty drugs: (888) 836-0730
 - For Specialty drugs: (866) 249-6155
- Mailing the completed request form to:
Medical Exception to Pharmacy Prior Authorization Unit
1300 East Campbell Road
Richardson, TX 75081