



An Anthem Company

November 1, 2021

VIA EMAIL

Craig Stevens, MD

[REDACTED]

Ankeny, IA 50023

[REDACTED]

RE: Brianna R. Stevens

Dr. Stevens,

We write in response to your letter dated September 14, 2021 and in follow-up to Amerigroup's letter dated October 12, 2021. As previously expressed, we at Amerigroup Iowa, Inc. ("Amerigroup") are very sorry for the loss of your daughter, Brianna Stevens, and extend our deepest sympathies to you and your family. We understand the concerns you have expressed and have carefully reviewed the information submitted, related files, and our business records.

As you likely know, Amerigroup is a Medicaid managed care organization ("MCO") that has served low-income families and people with disabilities through Iowa's state sponsored health program since 2016. As a MCO, we are contractually bound to follow the coverage rules set forth by the Department of Human Services ("DHS"). These contract requirements enumerate services that are and are not covered, as well as coverage for drugs identified on the state Preferred Drug List ("PDL"). The PDL identifies drugs that are covered as a benefit under Iowa's Medicaid program. Even if a drug is approved by the FDA, if the drug is not listed on the PDL, then it is not covered.

Per Amerigroup Iowa's records, on March 12, 2021, Shawn Tulp, CRNA, submitted a prescription drug prior authorization request for SPRAVATO 56 MG DOSE PACK for member Brianna Stevens, x6993. On the same date, the prior authorization request was denied because the drug requested was not a covered benefit, as it does not appear on the state's PDL. Subsequently, Amerigroup made calls to the provider's office on March 17, 2021 and March 22, 2021 and again explained that the drug was not a

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covered pharmacy benefit under the Iowa Medicaid program. While Amerigroup's pharmacy team notified the provider that Spravato could possibly be a covered medical benefit and provided instructions as to how to file a claim for a medical benefit; at that time, Spravato was not an approved medical benefit under the Iowa Medicaid program either.

If a pharmacy or medical benefit is denied, the denial can be appealed. There may also be a peer-to-peer review between Amerigroup's Medical Director and the treating provider. Further, expedited appeals can be requested. During the appeals and review process, additional medical records and relevant information may be submitted for review and considered.

Amerigroup is continuing to investigate the concerns raised in your letter and takes them very seriously. To the extent we locate additional, relevant information that addresses your questions, we will promptly respond. Again, we extend our sincere condolences to you for your loss and will assist you with any additional questions you may have to the extent possible. Please do not hesitate to contact us if you wish to discuss.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeffrey D. Jones', with a long, sweeping horizontal line extending to the right.

Jeffrey D. Jones
Plan President
Amerigroup Iowa

JDJ/ljs