

Multi-source brand (MSB) drugs are medications that are available as the original brand and also as generic equivalents from other manufacturers.

These brand medications are excluded from the plan as suitable generic alternatives are available.

If your Physician would like to contact Express Scripts to request an exception to this MSB exclusion they can use the following methods:

- 1) The quickest and preferred method to request an exception is via electronic prior authorization (ePA).
 - a. Most Physician's offices already know about ePA options via Covermymeds or through their electronic medical records.
 - i. Additional resources for Physicians can be found on the Express Scripts website.
[Physician Resources | Express Scripts \(express-scripts.com\)](https://www.express-scripts.com/physician-resources)
- 2) Express Scripts will also accept faxes and phone calls
 - a. Phone: 800.753.2851
 - b. Please use the Louisiana fax form. Fax: 1-877-251-5896
- 3) Please note: The review will require the following type of information: Has the member tried the generic? If yes, what was the outcome? If no, why not? Are there additional reasons (if any) the patient cannot take the generic. The Physician can provide any additional information they feel is relevant to the review.
- 4) Typical turnaround time is 2 business days from when Express Scripts receives all needed information.