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Viola, K. Williams; Sens. Hansen, Paradee, Pettyjohn,  
Sokola, Townsend

HOUSE OF REPRESENTATIVES  
150th GENERAL ASSEMBLY

HOUSE BILL NO. 105

AN ACT TO AMEND TITLE 18 OF THE DELAWARE CODE RELATING TO HEALTH INSURANCE CONTRACTS.

1 WHEREAS, health insurance plans increasingly use step therapy protocols under which patients are required to try  
2 one or more prescription drugs before coverage is provided for a drug selected by the patient's health care provider; and

3 WHEREAS, such step therapy protocols, where they are based on well-developed scientific standards and  
4 administered in a flexible manner that takes into account the individual needs of patients, can play an important role in  
5 controlling health care costs; and

6 WHEREAS, however, in some cases, requiring a patient to follow a step therapy protocol may have adverse and  
7 even dangerous consequences for the patient who may either not realize a benefit from taking a prescription drug or may  
8 suffer harm from taking an inappropriate drug; and

9 WHEREAS, without uniform policies in Delaware for step therapy protocols, all patients may not receive the  
10 equivalent or most appropriate treatment; and

11 WHEREAS, it is imperative that step therapy protocols in Delaware preserve the health care provider's right to  
12 make treatment decisions in the best interest of the patient; and

13 WHEREAS, it is a matter of public interest that health insurers be required to base step therapy protocols on  
14 appropriate clinical practice guidelines or published peer review data developed by independent experts with knowledge of  
15 the condition or conditions under consideration; that patients be exempt from step therapy protocols when inappropriate or  
16 otherwise not in the best interest of the patients; and that patients have access to a fair, transparent and independent process  
17 for requesting an exception to a step therapy protocol when the patient's physician deems appropriate.

18 NOW, THEREFORE:

19 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF DELAWARE:

20 Section 1. Amend Chapter 33, of Title 18, of the Delaware Code by making deletions as shown by strike through,  
21 insertions as shown by underline and redesignating as follows:

22 § 3371 Definitions.

23 In this section, the following words have the meanings indicated:

24 (11) “Step therapy protocol” means a protocol or program that establishes the specific sequence in which  
25 prescription drugs for a specified medical condition and medically appropriate for a particular patient are covered by an  
26 insurer or health plan.

27 (12) “Step therapy exception determination” means a determination as to whether a step therapy protocol  
28 should apply in a particular situation, or whether the step therapy protocol should be overridden in favor of immediate  
29 coverage of the health care provider’s selected prescription drug. This determination is based on a review of the  
30 patient’s or prescriber’s request for an override, along with supporting rationale and documentation.

31 ~~(11)~~(13) “Utilization review entity” means an individual or entity which performs pre-authorization or step  
32 therapy protocol review for 1 or more of the following entities:

33 a. An employer with employees who are covered under a health-benefit plan or health-insurance policy  
34 or contract issued for delivery in this State or delivered in this State which does not fall under the Employee  
35 Retirement Income Security Act (ERISA) [29 U.S.C. § 1001 et seq.];

36 b. An insurer, health-benefit plan, or health-service corporation that writes health-insurance policies,  
37 performs pre-authorization, performs step therapy protocol review or an entity to which these capabilities have  
38 been delegated;

39 c. A preferred-provider organization, managed-care organization, or health-maintenance organization;

40 d. Any other individual or entity that provides, offers to provide, or administers hospital, outpatient,  
41 medical, or other health benefits to a person treated by a health-care provider in Delaware under a policy, plan, or  
42 contract;

43 e. This definition does not include accident-only, credit, dental, vision, long-term care or disability  
44 income insurance, coverage issued as a supplement to liability insurance, worker's compensation or similar  
45 insurance or automobile medical payment insurance.

46 §3381. Step Therapy Exception Process.

47 (a) When coverage of a prescription drug for the treatment of any medical condition is restricted for use by an  
48 insurer, health plan, or utilization review entity through the use of a step therapy protocol, the patient and prescribing  
49 practitioner shall have access to a clear, readily accessible and convenient process to request a step therapy exception  
50 determination. An insurer, health service corporation, health plan, or utilization review entity may use its existing medical  
51 exceptions process to satisfy this requirement. The process shall be made easily accessible via the insurer’s, health plan’s,

52 or utilization review entity's website. A step therapy exception determination shall be expeditiously granted in any one of  
53 the following circumstances:

54 (1) The required prescription drug is contraindicated or will likely cause an adverse reaction by or physical or  
55 mental harm to the patient.

56 (2) The required prescription drug is expected to be ineffective based on the known clinical characteristics of  
57 the patient and the known characteristics of the prescription drug regimen.

58 (3) The patient has tried the required prescription drug while under the patient's current or previous health  
59 insurance or health benefit plan, or another prescription drug in the same pharmacologic class or with the same  
60 mechanism of action, and such prescription drug was discontinued due to lack of efficacy or effectiveness, diminished  
61 effect, or an adverse event.

62 (4) The required prescription drug is not in the best interest of the patient, based on medical necessity.

63 (5) The patient is stable, for the medical condition under consideration, on a prescription drug selected by the  
64 patient's health care provider or while the patient was insured by the patient's current or a previous insurance or health  
65 benefit plan.

66 (b) The insurer, health services corporation, health plan, or utilization review entity shall grant or deny a step  
67 therapy exception request within 2 business days of receipt of such request. A step therapy exception determination not  
68 granted or denied in writing at the end of 2 days shall be deemed granted.

69 (1) During a step therapy exception determination under (a)(5) of this section, a determination will be deemed  
70 granted until the insurer, health services corporation, health plan, or utilization review entity issues a step therapy  
71 exception determination.

72 (c) In cases where emergency circumstances exist, as outlined in §3349 of this Title, an insurer, health plan, or  
73 utilization review entity shall grant or deny a step therapy exception request within twenty-four (24) hours of receipt of a  
74 request. A request shall be deemed granted if the required response is not received by the requesting or appealing party  
75 within the times set forth in this subsection.

76 (d) Upon the granting of a step therapy exception determination, the insurer, health plan, or utilization review  
77 entity shall authorize coverage for the prescription drug prescribed by the patient's treating health care provider.

78 (e) This section shall not be construed to prevent:

79 (1) An insurer, health plan, or utilization review entity from requiring a patient to try an AB-rated generic  
80 equivalent prior to providing coverage for the equivalent branded prescription drug.

81 (2) A health care provider from prescribing a prescription drug that is determined to be medically necessary.

82 (f) Clinical criteria used to establish a step therapy protocol shall be based on clinical criteria that:

83 (1) Recommend that the prescription drugs be taken in the specific sequence required by the step therapy  
84 protocol.

85 (2) Developed and endorsed by a multidisciplinary panel of experts that manages conflicts of interest among  
86 the members of the writing and review groups by:

87 a. Requiring members to disclose any potential conflict of interests with entities, including insurers,  
88 health plans, and pharmaceutical manufacturers and reclude themselves of voting if they have a conflict of interest.

89 b. Using a methodologist to work with writing groups to provide objectivity in data analysis and ranking  
90 of evidence through the preparation of evidence tables and facilitating consensus.

91 (3) Offer opportunities for public review and comments.

92 (4) Based on peer reviewed studies, research, and medical practice.

93 (5) Created by an explicit and transparent process that:

94 a. Minimizes biases and conflicts of interest.

95 b. Explains the relationship between treatment options and outcomes.

96 c. Rates the quality of the evidence supporting recommendations.

97 d. Considers relevant patient subgroups and preferences.

98 e. Continually updated through a review of new evidence, research and newly developed treatments.

99 (6) When establishing a step therapy protocol, a utilization review entity shall also take into account the needs  
100 of atypical patient populations and diagnoses when establishing clinical criteria.

101 (7) This section shall not be construed to require insurers, health plans or the state to set up a new entity to  
102 develop clinical review criteria used for step therapy protocols.

103 (g) Any step therapy exception determination as defined by this subsection shall be eligible for appeal by an  
104 insured or their authorized representative, as outlined in Chapter 3 and Chapter 64 of this Title.

105 Section 2. Amend Chapter 35, of Title 18, of the Delaware Code by making deletions as shown by strike through,  
106 insertions as shown by underline and redesignating as follows:

107 § 3571 Definitions.

108 In this section, the following words have the meanings indicated:

109 (11) “Step therapy protocol” means a protocol or program that establishes the specific sequence in which  
110 prescription drugs for a specified medical condition and medically appropriate for a particular patient are covered by an  
111 insurer or health plan.

112           (12) “Step therapy exception determination” means a determination as to whether a step therapy protocol  
113 should apply in a particular situation, or whether the step therapy protocol should be overridden in favor of immediate  
114 coverage of the health care provider’s selected prescription drug. This determination is based on a review of the  
115 patient’s or prescriber’s request for an override, along with supporting rationale and documentation.

116           ~~(11)~~(13) "Utilization review entity" means an individual or entity which performs pre-authorization or step  
117 therapy protocol review for 1 or more of the following entities:

118           a. An employer with employees who are covered under a health-benefit plan or health-insurance policy  
119 or contract issued for delivery in this State or delivered in this State which does not fall under the Employee  
120 Retirement Income Security Act (ERISA) [29 U.S.C. § 1001 et seq.];

121           b. An insurer, health-benefit plan, or health-service corporation that writes health-insurance policies,  
122 performs pre-authorization, performs step therapy protocol review or an entity to which these capabilities have  
123 been delegated;

124           c. A preferred-provider organization, managed-care organization, or health-maintenance organization;

125           d. Any other individual or entity that provides, offers to provide, or administers hospital, outpatient,  
126 medical, or other health benefits to a person treated by a health-care provider in Delaware under a policy, plan, or  
127 contract;

128           e. This definition does not include accident-only, credit, dental, vision, long-term care or disability  
129 income insurance, coverage issued as a supplement to liability insurance, worker's compensation or similar  
130 insurance or automobile medical payment insurance.

131           §3591. Step Therapy Exception Process.

132           (a) When coverage of a prescription drug for the treatment of any medical condition is restricted for use by an  
133 insurer, health plan, or utilization review entity through the use of a step therapy protocol, the patient and prescribing  
134 practitioner shall have access to a clear, readily accessible and convenient process to request a step therapy exception  
135 determination. An insurer, health service corporation, health plan, or utilization review entity may use its existing medical  
136 exceptions process to satisfy this requirement. The process shall be made easily accessible via the insurer’s, health plan’s,  
137 or utilization review entity’s website. A step therapy exception determination shall be expeditiously granted in any one of  
138 the following circumstances:

139           (1) The required prescription drug is contraindicated or will likely cause an adverse reaction by or physical or  
140 mental harm to the patient.

141           (2) The required prescription drug is expected to be ineffective based on the known clinical characteristics of  
142 the patient and the known characteristics of the prescription drug regimen.

143           (3) The patient has tried the required prescription drug while under the patient's current or previous health  
144 insurance or health benefit plan, or another prescription drug in the same pharmacologic class or with the same  
145 mechanism of action, and such prescription drug was discontinued due to lack of efficacy or effectiveness, diminished  
146 effect, or an adverse event.

147           (4) The required prescription drug is not in the best interest of the patient, based on medical necessity.

148           (5) The patient is stable, for the medical condition under consideration, on a prescription drug selected by the  
149 patient's health care provider or while the patient was insured by the patient's current or a previous insurance or health  
150 benefit plan.

151           (b) The insurer, health services corporation, health plan, or utilization review entity shall grant or deny a step  
152 therapy exception request within 2 business days of receipt of such request. A step therapy exception determination not  
153 granted or denied in writing at the end of 2 days shall be deemed granted.

154           (1) During a step therapy exception determination under paragraph (a)(5) of this section, a determination will  
155 be deemed granted until the insurer, health services corporation, health plan, or utilization review entity issues a step  
156 therapy exception determination.

157           (c) In cases where emergency circumstances exist, as outlined in § 3565 of this Title, an insurer, health plan, or  
158 utilization review entity shall grant or deny a step therapy exception request within twenty-four (24) hours of receipt of a  
159 request. A request shall be deemed granted if the required response is not received by the requesting or appealing party  
160 within the times set forth in this subsection.

161           (d) Upon the granting of a step therapy exception determination, the insurer, health plan, or utilization review  
162 entity shall authorize coverage for the prescription drug prescribed by the patient's treating health care provider.

163           (e) This section shall not be construed to prevent:

164           (1) An insurer, health plan, or utilization review entity from requiring a patient to try an AB-rated generic  
165 equivalent prior to providing coverage for the equivalent branded prescription drug.

166           (2) A health care provider from prescribing a prescription drug that is determined to be medically necessary.

167           (f) Clinical criteria used to establish a step therapy protocol shall be based on clinical criteria that:

168           (1) Recommend that the prescription drugs be taken in the specific sequence required by the step therapy  
169 protocol.

- 170           (2) Developed and endorsed by a multidisciplinary panel of experts that manages conflicts of interest among  
171 the members of the writing and review groups by:
- 172           a. Requiring members to disclose any potential conflict of interests with entities, including insurers,  
173 health plans, and pharmaceutical manufacturers and reclude themselves of voting if they have a conflict of interest.
- 174           b. Using a methodologist to work with writing groups to provide objectivity in data analysis and ranking  
175 of evidence through the preparation of evidence tables and facilitating consensus.
- 176           (3) Offer opportunities for public review and comments.
- 177           (4) Based on peer reviewed studies, research, and medical practice.
- 178           (5) Created by an explicit and transparent process that:
- 179           a. Minimizes biases and conflicts of interest.
- 180           b. Explains the relationship between treatment options and outcomes.
- 181           c. Rates the quality of the evidence supporting recommendations.
- 182           d. Considers relevant patient subgroups and preferences.
- 183           e. Continually updated through a review of new evidence, research and newly developed treatments.
- 184           (6) When establishing a step therapy protocol, a utilization review entity shall also take into account the needs  
185 of atypical patient populations and diagnoses when establishing clinical criteria.
- 186           (7) This section shall not be construed to require insurers, health plans or the state to set up a new entity to  
187 develop clinical review criteria used for step therapy protocols.
- 188           (g) Any step therapy exception determination as defined by this subsection shall be eligible for appeal by an  
189 insured or their authorized representative, as outlined in Chapter 3 and Chapter 64 of this Title.

190           Section 3. Effective date

191           This Act shall take effect 9 months following its enactment into law.

#### SYNOPSIS

Step therapy protocols are a mechanism by which health insurance companies require patients to try one or more prescriptions drugs before coverage is provided for the actual drug prescribed by the patient's health care provider. This Act creates a Step Therapy Exception Process whereby patients who are required by their insurance company to go through step therapy protocols can, under certain circumstances, bypass step therapy to obtain the initially-prescribed medication.