



Dear Provider,

Absolute Total Care is pleased to announce its collaboration with New Century Health (NCH), an oncology quality management company, to implement a new oncology prior authorization program, Absolute Total Care Oncology Pathway Solutions. The program will simplify the administrative process for providers to support the effective delivery of quality patient care.

Beginning January 11, 2021, all oncology-related chemotherapeutic drugs and supportive agents will require prior authorization from NCH before being administered in a physician's office, outpatient hospital, or ambulatory setting. This prior authorization requirement applies to both pharmacy-dispensed and office-administered medication requests for Allwell from Absolute Total Care and Absolute Total Care (Medicare-Medicaid Plan) members.

Absolute Total Care Oncology Pathway Solutions benefits include:

- The use of clinical criteria, based on nationally recognized guidelines, to promote evidence-based cancer care.
- Increased collaboration with physician offices to foster a team approach.
- Consultation requests with medical oncologists who can understand and better discuss treatment plans.
- A Provider Web Portal, <https://my.newcenturyhealth.com>, to:
 - Obtain real-time approvals when selecting evidence-based NCH treatment care pathways.
 - Determine which clinical documentation is necessary for medical necessity review.
 - View all submitted requests for authorization in one location.
 - Check member eligibility.

Pre-Approval Process

The requesting physician must complete an authorization request using one of the following methods:

- Log in to the NCH Provider Web Portal at <https://my.newcenturyhealth.com>.
- Call **1-888-999-7713** and select option 1, from 8 a.m. to 8 p.m. EST, Monday through Friday.

Time Frame for Approval

Real-time approval is given for NCH-recommended treatments. Time frames for authorization of treatment regimens not recommended by NCH are as follows:

- Pharmacy: 24 hours for urgent; 72 hours for standard
- Office-Administered: 24 hours for urgent; 72 hours for standard

Authorizations issued by Absolute Total Care before January 11, 2021 are effective until the authorization end date. Subsequent authorization requests must be submitted to NCH. If continued authorization is not obtained from NCH, drug-related claims may be denied.

An NCH representative will contact you soon to schedule an introductory meeting and training. Should you have any questions prior to the introductory meeting, please call NCH at 1-888-999-7713 and select option 6.

We look forward to offering you this program and hope that it will enhance your experience with oncology service authorizations.

Sincerely,

Absolute Total Care