

Frequently Asked Questions: Absolute Total Care Oncology Pathway Solutions

Q: Who is New Century Health?

A: New Century Health (NCH) is a comprehensive oncology quality management (OQM) company. Its platform optimizes the application of evidence-based medicine in the delivery of adult ambulatory cancer care.

Q: What is the Absolute Total Care Oncology Pathway Solutions program?

A: Absolute Total Care's Oncology Pathway Solutions program includes prior authorization management for all infusible, injectable and oral chemotherapy agents, supportive drugs and symptom management drugs. The program emphasizes and supports the selection of Preferred Pathways for patient care and is administered by **NCH**.

Q: Is this for all Absolute Total Care members?

A: The Absolute Total Care's Oncology Pathway Solutions program is for Absolute Total Care Medicaid and Health Insurance Marketplace members 18 years old and older. Pediatric members (<18 years of age) are excluded from this program. The new prior authorization process applies to services for these members. Precertification, preauthorization and notification requirements all refer to the same process of preauthorization.

Q: When will the Oncology Pathway Solutions program begin?

A: The program will begin October 1, 2019, for Absolute Total Care's Medicaid and Health Insurance Marketplace members 18 years of age and older.

Q: How can a physician's office request training for this program?

A: To request training, contact NCH Network Operations at **1-888-999-7713**, Option 6.

Prior authorization

Q: What are some key features of the program?

A:

- Provider portal is always available, offering:
 - Real-time authorizations for treatment care pathways
 - Reduced documentation requirements
 - View of real-time status of authorization requests
 - Eligibility verification
- Supportive telephonic authorization staff available at **1-888-999-7713**, Option 1, Monday–Friday (8 a.m. - 8 p.m. EST)
- Quick turnaround time on authorization requests submitted via fax or phone
- Consultation requests by medical oncologists
- NCH is a National Comprehensive Cancer Network (NCCN) licensee of the Drugs and Biologics Compendia. It uses nationally recognized, evidence-based treatment guidelines

- A NCH provider representative is available for support as needed

Q: What is the transition of care process?

A: Authorizations previously issued by Absolute Total Care **before October 1, 2019** will be effective until the authorization expiration date. Authorizations previously issued by Absolute Total Care that **expire on or after October 1, 2019** must be submitted to NCH to obtain a new valid authorization.

Valid authorization on file issued by Absolute Total Care or Pharmacy Solutions for a single drug regimen will remain valid until it expires.

Q: Who should obtain prior authorization?

A: The physician organization ordering chemotherapeutic drugs or supporting agents for the treatment of cancer or related hematologic diseases must request preauthorization through NCH.

Q: How do I obtain prior authorization?

A: Submit chemotherapy requests to NCH via the following:

- Log into NCH's provider web portal at <https://my.newcenturyhealth.com>.
- Contact NCH's Utilization Management Intake Department at **1-888-999-7713**, Option 1 (Monday through Friday, 8 a.m. – 8 p.m. EST)

Q: Which drugs require preauthorization?

A: Absolute Total Care's Oncology Pathway Solutions Program, administered by NCH, includes prior authorization management for all chemotherapeutic drugs, symptom management drugs and supporting agents for members with a diagnosis code included in the following range: **C00 - D09, D37-D44, E34.0,D45 - D49, D59.10-D59.19,D61.81, D61.82, D63.0, D63.8, D64.2-D64.3, D64.81, D64.89, D64.9, D68.59, D69.3, D69.41, D69.59, D69.6, D69.8, D69.9, D70.1-D70.9, D72.8, D72.9, D73.81, D73.9, D75.1, D75.81, D75.82 & R11**

Q: Which specialties are included in the Absolute Total Care Oncology Pathway Solutions program?

A: Medical specialties providing cancer care and its supportive services, including Medical Oncology, Hematology, Urology, Surgical Oncology, Neurological Oncology and Gynecologic Oncology, will submit their chemotherapy pre-authorizations through NCH.

Q: Who at NCH will be reviewing chemotherapy requests?

A: If the request does not meet evidence-based treatment guidelines, NCH may request additional information or initiate a consultation request with the requesting provider. NCH Medical Reviewers are licensed medical oncologists and are not incentivized to issue denials, as they use nationally recognized clinical guidelines when performing reviews. These guidelines are available at <https://my.newcenturyhealth.com> or by contacting NCH's Utilization Management at **1-888-999-7713**, Option 1.

Q: What will the NCH authorization look like, and how long is it valid?

A: The authorization will start with "AR" followed by at least four digits (i.e. AR1000). Chemotherapeutic drugs and supporting agents will be authorized up to 90 days. Please bill with Absolute Total Care prior authorization number provided on letter from health plan (Absolute Total Care's authorization number is different from NCH authorization number.).

Q: What place of service does this prior authorization review process include?

A: The Oncology Pathway Solutions program applies to services rendered (e.g. chemotherapy administration) in an outpatient setting, which could include the physician's office, infusion centers and outpatient hospital locations.

Q: Are there services and/or other drugs that require authorization from Absolute Total Care's precertification Department?

A: Yes. Keep in mind that drugs for **non-cancer/non-hematology diagnoses**, that are listed on the Medicaid or Health Insurance Marketplace PDL require authorization from Absolute Total Care.

Q: Where do I obtain a prior authorization for pharmacy dispensed chemotherapeutic and supportive agents?

A: Requests that were previously submitted to Pharmacy Solutions or CoverMyMeds should be submitted directly to NCH.

Claims

Q: Where do I submit related claims once prior authorization is obtained through NCH?

A: Submit claims to Absolute Total Care either electronically or by mail to the following address:

Medicaid Paper Claim Submission
Absolute Total Care
P.O. Box 3050
Farmington, MO 63640-3821

Ambetter Paper Claim Submission
Absolute Total Care
P.O. Box 5010
Farmington, MO 63640-5010

The payer ID for electronic claim filing is 68069. Please refer to the back of the member's ID card for specific instructions.

Q: Does a prior authorization guarantee payment?

A: No, a prior authorization does not guarantee payment for services. Payment of claims is dependent on eligibility, covered benefits, provider contracts and correct coding and billing practices. For specific details, please refer to your Provider Manual.

Q: What will happen if the physician does not request and obtain an authorization?

A: If authorization is not obtained for the applicable drugs, Absolute Total Care may deny payment for respective drugs. Members cannot be held responsible for denied charges/services