



Frequently Asked Questions: Silver Summit Health Plan Ambetter from Silver Summit Health Plan Wellcare By Allwell Oncology Pathway Solutions

Q1: Who is New Century Health?

A1: 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.

Q2: What is the Silver Summit Health Plan Oncology Pathway Solutions program?

A2: Silver Summit Health Plan Oncology Pathway Solutions program provides prior authorization management for all infusible, injectable, and oral chemotherapy agents, supportive drugs/symptom management drugs and radiation oncology. The program emphasizes and supports the selection of Preferred Pathways for patient care and is administered by NCH.

Q3: Is this for all Silver Summit Health Plan members?

A3: The Silver Summit Health Plan Oncology Pathway Solutions program pertains to your **Silver Summit Health Plan, Ambetter from Silver Summit Health Plan and your Wellcare By Allwell members 18 years of age and older.**

Precertification, preauthorization and notification requirements all refer to the same process of prior authorization.

Q4: When will the Silver Summit Health Plan Oncology Pathway Solutions program begin?

A4: The program will begin November 1, 2023.

Q5: How can a physician's office request training for this program?

A5: A Provider Solution Manager 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, Option 6, or send an email to providertraining@newcenturyhealth.com.

Prior authorization

Q6: What are some key features of the program?

A6: The online provider portal is always available, offering the following:

- 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**,
 - Medical Oncology - Option 2
 - Radiation Oncology – Option 3
 - Monday–Friday (5 a.m.-5 p.m. PST)
- Quick turnaround time on authorization requests submitted via portal or phone
- Physician Discussions with medical oncologists or radiation oncologists

- NCH is a National Comprehensive Cancer Network (NCCN) licensee of the Drugs and Biologics Compendia. It uses nationally recognized, evidence-based treatment guidelines
- NCH provider representatives are available for support as needed

Q7: What is the transition of care process?

A7: Authorizations previously issued by Silver Summit Health Plan **before November 1, 2023**, will be effective until the authorization expiration date. Requests for new treatment and/or changes in treatment on or after **November 1, 2023**, must be submitted to NCH for preauthorization.

Q8: Who should obtain prior authorization?

A8: The physician organization ordering chemotherapeutic drugs, supporting agents or radiation oncology services for the treatment of cancer or related hematologic diseases must request prior authorization through NCH.

Q9: How do I obtain prior authorization?

A9: Submit chemotherapy requests to NCH via the following methods:

- Log into NCH's provider web portal at <https://my.newcenturyhealth.com>
- Contact NCH's Utilization Management Intake Department at **1-888-999-7713**,
 - Medical Oncology - Option 2
 - Radiation Oncology – Option 3
 - Monday–Friday (5 a.m.-5 p.m. PST)

Q10: Which drugs require prior authorization?

A10: Silver Summit Health Plan Oncology Pathway Solutions Program, administered by NCH, requires prior authorization management for all chemotherapeutic drugs, symptom management drugs and supporting agents for members with a diagnosis code included in the following range:

Cancer = C00 – D09, D37-D44, E34.0

Hematology Diagnosis = 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

N&V = R11

Q11: Which specialties are included in the Silver Summit Health Plan Oncology Pathway Solutions program?

A11: Medical specialties providing cancer care and its supportive services including Medical Oncology, Hematology, Urology, Surgical Oncology, Neurological Oncology, Gynecologic Oncology, and Radiation Oncology will submit their chemotherapy prior authorizations through NCH.

Q12: Who at NCH will be reviewing chemotherapy requests?

A12: 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**.

If the request does not meet evidence-based treatment guidelines, NCH may request additional information or initiate a peer-to-peer conversation with the requesting provider.

Q13: What will the NCH authorization look like, and how long is it valid?

A13: The NCH authorization will start with “AR” followed by at least four digits (e.g., AR1000). It is valid for the duration indicated on the Medication Request Authorization (MRA) or Service Request Authorization (SRA).

Q14: What place of service does this prior authorization review process include?

A14: 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.

Q15: Does a prior authorization guarantee payment?

A15: 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.

Q16: What will happen if the physician does not request and obtain an authorization?

A16: If a required authorization is not obtained, Silver Summit Health Plan may deny payment for the relevant drugs. Members cannot be held responsible or billed for denied charges/services. Providers may only collect the applicable cost share amount directly from the member.