

## Frequently Asked Questions

### Absolute Total Care Oncology Pathway Solutions

**Q: Who is New Century Health (NCH)?**

**A:** 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 (Medicare-Medicaid Plan) and Allwell from Absolute Total Care members as well as 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 **January 11, 2021**, for Absolute Total Care (Medicare-Medicaid Plan) and Allwell from Absolute Total Care members.

**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** and select option 6.

### Prior authorization

**Q: What are some key features of the program?**

**A:** Key features include:

- The Provider Web Portal, 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 by calling **1-888-999-7713** and select option 1, from 8 a.m. to 8 p.m. EST, Monday through Friday.
- 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, who is available for support as needed.

**Q: What is the transition of care process?**

**A:** Authorizations previously issued by Absolute Total Care **before January 11, 2021** will be effective until the

authorization expiration date. Authorizations previously issued by Absolute Total Care that **expire on or after January 11, 2021** must be submitted to NCH to obtain a new valid authorization.

Valid authorization on file issued by Absolute Total Care or Envolve 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 in to NCH's Provider Web Portal at <https://my.newcenturyhealth.com>.
- Contact NCH's Utilization Management Intake Department at **1-888-999-7713** and select option 1, from 8 a.m. to 8 p.m. EST, Monday through Friday.

**Q: Which drugs require prior authorization?**

**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-D49, E34.0, K31.7, K63.5, L53.8, Q85, D50-D53, D55-D62, D63.0, D63.8, D64, D68.5, D68.6, D69-D77, D89.2, I88, R11 (when cancer related), and Z41.8.**

**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** and pressing option 1.

**Q: What will the NCH authorization look like?**

**A:** NCH authorizations for chemotherapeutic drugs and supporting agents will start with "AR" followed by at least four digits (i.e., AR1000). 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 Envolve 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:

Absolute Total Care (Medicare-Medicaid Plan)  
P.O. Box 3060  
Farmington, MO 63640-3822

Allwell from Absolute Total Care  
P.O. Box 3060  
Farmington, MO 63640-3822

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.