

March 2, 2023

Dear Oncology Providers and Office Staff:

Wellcare is pleased to announce its collaboration with New Century Health (NCH), an oncology quality management company.

**Effective April 1, 2023**, we will implement a new oncology pre-approval program, Wellcare Oncology Pathway Solutions, for Medicare members. The program will simplify the administrative process for providers to support the effective delivery of quality patient care.

Oncology-related chemotherapeutic drugs and supportive agents will require pre-authorization from NCH before being dispensed at a pharmacy or administered in a physician’s office, outpatient hospital or ambulatory setting. This requirement applies for your Wellcare Medicare members 18 years of age and older.

Benefits of the Wellcare Oncology Pathway Solutions 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
- Peer-to-peer discussions with medical oncologists who can understand and better discuss treatment plans
- A provider web portal to:
  - Obtain real-time approvals when selecting evidence-based NCH treatment care pathways
  - Determine clinical documentation necessary for medical necessity review
  - View all submitted requests for authorization in one location
  - Check member eligibility

**Prior authorization** can be requested from NCH by:

- Visiting NCH’s Web Portal: [my.newcenturyhealth.com](http://my.newcenturyhealth.com)
- Calling **1-888-999-7713**, Option 1 (Monday – Friday 8AM to 8PM)

NCH uses clinical criteria based on nationally recognized guidelines to promote evidence-based cancer care. When using the Web Portal, you can obtain real-time approvals when selecting evidence-based NCH treatment care pathways. You can also determine which clinical documentation is needed for medical necessity review, and view all submitted requests in one location. You may also request to speak with an oncologist to discuss treatment options.

**Timeframe for Approval**

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

Request Type	Timeframe for Approval
<b>Pharmacy</b>	Standard: Within 72 hours Expedited: Within 24 hours
<b>Medical</b>	Standard: Within 72 hours Expedited: Within 24 hours

**Medicare authorizations issued by Wellcare *before April 1, 2023*, are effective until the authorization end date.** Subsequent prior authorization requests must be submitted to NCH. If continued authorization is not obtained from NCH, drug-related claims may be denied.

For additional information please reference the Frequently Asked Questions: Wellcare Oncology Pathway Solutions included with this communication.

An NCH representative will contact you soon to discuss this update. If you are not currently registered to use the NCH portal, portal login credentials will be securely emailed to you after your meeting and before April 1. If you have any questions beforehand, please call NCH at **1-888-999-7713**, Option 6 and allow them to help.

Sincerely,

Wellcare

## Frequently Asked Questions: Wellcare Oncology Pathway Solutions

### 1. What is New Century Health (NCH)?

- NCH is a comprehensive oncology quality management (OQM) company that applies evidence-based medicine for the delivery of adult and pediatric ambulatory cancer care.

### 2. What is the Wellcare Oncology Pathway Solutions program?

- The Wellcare Oncology Pathway Solutions program provides prior authorization management for 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.

### 3. Is this for all Wellcare members?

- Yes, *effective April 1, 2023*, oncology-related chemotherapeutic drugs and supportive agents will require a pre-authorization from NCH before being dispensed at a pharmacy or administered in a physician's office, outpatient hospital or ambulatory setting. The Wellcare Oncology Pathway Solutions program is for your WellCare Medicare members 18 years of age and older.

### 4. How can a physician office request training for this program?

- An NCH Provider Network Specialist will contact you prior to April 1 to schedule a meeting and training
- If you have questions prior to the meeting, please contact NCH at 1-888-999-7713, Option 6, email option [providertraining@newcenturyhealth.com](mailto:providertraining@newcenturyhealth.com) or self-register online at <https://my.newcenturyhealth.com>. You may also call Wellcare at 1-855-538-0454.

### 5. What are some key features of the prior authorization process?

- a. The online provider portal is always available
- b. Real-time authorizations for treatment care pathway
- c. View of real-time status of authorization requests
- d. Supportive telephonic authorization staff available Mon–Fri 5AM-5PM PST at **1-888-999-7713**, Option 1
- e. Quick turnaround time on authorization requests submitted via portal or phone
- f. Physician discussion with medical oncologists
- g. NCH is a National Comprehensive Cancer Network (NCCN) licensee of the Drugs and Biologics Compendia using nationally recognized, evidence-based treatment guidelines
- h. NCH provider representatives are available for support whenever needed

### 6. What is the transition of care process?

- Prior authorizations issued by Wellcare *before April 1, 2023*, will be honored through the prior authorization expiration date. Prior authorizations issued by Wellcare that expire on or after April 1, 2023, must be submitted to NCH.

### 7. Who should obtain prior authorization?

- The physician organization ordering chemotherapeutic drugs or supporting agents for the treatment of cancer or related hematologic diseases must request prior authorization through NCH.

**8. How do I obtain prior authorization?**

- Submit chemotherapy requests to NCH via one of the following methods:
  - Log onto NCH’s provider web portal at <https://my.newcenturyhealth.com>
  - Contact NCH’s Utilization Management Intake Department Mon - Fri 5AM-PM PST at **1-888-999-7713**, Option 1

**9. What is the turn-around time (TAT) for processing prior authorization requests?**

Request Type	Timeframe for Approval
Pharmacy	Standard: Within 72 hours Expedited: Within 24 hours
Medical	Standard: Within 72 hours Expedited: Within 24 hours

**10. Which drugs require prior authorization?**

- An updated diagnoses set is *effective April 1, 2023*
- Prior authorization is required for all chemotherapeutic drugs, symptom management drugs, and supporting agents for these diagnosis code(s):
  - Cancer Diagnosis = C00-D09, D37-D44, E34.0
  - Hematology Diagnosis = D45-D49, D61.81, D61.2, D63.0, D63.8, D64.2-D64.3, D64.81, D64.89, D64.9, D68.59, D69.41, D69.59, D69.6, D69.8, D69.9, D70, D72.8, D72.9, D73.81, D73.9, D75.1, D75.81, D75.82
  - N&V = R11

**11. Which specialties are included in the Wellcare Oncology Pathway Solutions program?**

- 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 New Century Health.

**12. Who at NCH reviews chemotherapy prior authorization requests?**

- NCH medical reviewers are licensed medical oncologists using nationally recognized clinical guidelines (available [my.newcenturyhealth.com](https://my.newcenturyhealth.com) or by contacting NCHs Utilization Management at **1-888-999-7713**, Option 1) when performing reviews
- If the request does not meet evidence-based treatment guidelines, NCH may request additional information or initiate a physician discussion with the requesting provider

**13. What will the NCH prior authorization look like, and how long is it valid?**

- The NCH prior 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).

**14. Where are claims submitted and which prior authorization number should be submitted on the claim?**

- Submit claims to Wellcare with the Wellcare *prior authorization number provided in the letter from Wellcare* that follows the NCH prior authorization vs the NCH prior authorization number. The prior authorization number will begin with “OP” followed by 10 digits.
- Submit claims to Wellcare either electronically or by mail:
  - Wellcare (Medicare)
    - Electronic Claims Submission use Payer ID# 14163
    - Paper Claims Submission:  
Wellcare  
Attn: Claims Department  
P.O. Box 31372  
Tampa, FL 33631-3372

- Billing information, including the above is also located on our website at <https://www.wellcare.com/en/Arizona>

**15. Where do I obtain a prior authorization for inpatient chemotherapy?**

- Inpatient authorization for chemotherapy should still be submitted to the Health Plan. Please refer to the Authorization Lookup Tool to identify PA requirements by code available on our website <https://www.wellcare.com/en/Arizona>

**16. Does a prior authorization guarantee payment?**

- 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.

**17. Who is responsible for responding to grievances and appeals?**

- Wellcare will continue to respond to grievances and appeals
- Members and providers follow the processes outlined on our website and in related materials to submit a grievance or an appeal
- Providers can initiate a grievance or appeal on behalf of a member with the member's written consent

**18. What will happen if I don't request and obtain a prior authorization?**

- If a required prior authorization is not obtained, Wellcare 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.