



## Frequently Asked Questions: Molina Healthcare of Washington, 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 to the delivery of ambulatory cancer care and radiation oncology.

**Q: What is the Molina Healthcare Oncology Pathway Solutions program?**

**A:** Molina Healthcare's Oncology Pathway Solutions program provides prior authorization management for the entire regimen. Oral chemotherapy agents are out of scope for NCH and should continue to be managed through Molina Healthcare. Radiation oncology is included in the program. The program emphasizes and supports the selection of preferred pathways for patient care and is administered by NCH. Precertification, preauthorization, and notification requirements all refer to the same process of prior authorization.

**Q: Is this for all Molina Healthcare members?**

**A:** The Molina Healthcare Oncology Pathway Solutions program is for Molina Healthcare Medicaid members 21 years of age and older, and Exchange members 18 years of age and older.

**Q: When will the Molina Healthcare Oncology Pathway Solutions program begin?**

**A:** The program will begin **11/01/2022**.

**Q: What services are in-scope for NCH?**

**A:** Oncology-related infused and injectable chemotherapeutic agents, supportive/symptom management medications and radiation treatments for the following diagnosis codes:

**Cancer Related Diagnosis:**

**C00-D09.0, D37.01-D49.9, D61.810, D61.82, D63.0, D64.0-64.81, D70.1, D72.822, D75.81, E34.0**

**Note: Program applies to "ALL SPECIALTIES" participating with Medicaid and Exchange only. Non-participating providers, please follow your normal process with Molina Healthcare.**

**Prior authorization:**

**Q: Who should obtain prior authorization?**

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

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

**A:** An NCH Provider Network Manager will contact you soon to schedule an introductory meeting and training. Should you have any questions prior to the introductory meeting, you may contact NCH at (888) 999-7713, Option 6, or send an email to [providertraining@newcenturyhealth.com](mailto:providertraining@newcenturyhealth.com).

**Q: How do I obtain prior authorization?**

**A:** Submit chemotherapy and radiation oncology requests to NCH via the following methods:

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

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

**A:** The online 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 **(888) 999-7713**
- Quick turnaround time on authorization requests submitted via portal or phone
- Physician discussions by 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

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

**A:** Authorizations previously issued by Molina Healthcare **before 11/01/2022** will be effective until the authorization expiration date. Requests for new treatment and/or changes in treatment on or after 11/1/2022 must be submitted to NCH for preauthorization.

**Q: Which specialties are included in the Molina Healthcare’s Oncology Pathway Solutions Program?**

**A:** **ALL medical specialties** providing cancer care and its supportive services, including, but not limited to Medical Oncology, Dermatology, Hematology, Urology, Surgical Oncology, Neurological Oncology, Gynecologic Oncology and Radiation Oncology will submit their chemotherapy and radiation oncology prior authorizations through NCH.

**Q: Who at NCH will be reviewing chemotherapy and radiation oncology requests?**

**A:** **NCH** Medical Reviewers are licensed medical and radiation 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 **(888) 999-7713**.

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

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

**A:** 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).

\* Claims submitted to Molina Healthcare may use the NCH authorization number or the Molina Healthcare prior authorization number provided in the letter from Molina Healthcare. The Molina Healthcare authorization number will begin with “OP” followed by 10 digits.

**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, radiation oncology) in an outpatient setting, which could include the physician’s office, infusion centers and outpatient hospital locations.

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

**A:** Oral chemotherapy agents should be submitted to Molina Healthcare for authorization.

**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 a required authorization is not obtained, Molina Healthcare may deny payment. Members cannot be held responsible or billed for denied charges/services. Providers may only collect the applicable cost share amount directly from the member.