



## **IMPORTANT NOTICE: Oncology Quality Management Vendor – New Century Health**

Dear Provider,

Molina Healthcare of Nevada cares about our members' health and is continually enhancing programs to improve quality of care. We are pleased to announce our collaboration with **New Century Health (NCH)** as the administrator of the Molina Healthcare Oncology Quality Management program.

**Beginning on October 1, 2022, oncology-related infused and injectable chemotherapeutic agents, supportive/symptom management medications and radiation treatments** administered in a physician's office, outpatient hospital or ambulatory setting will be submitted to NCH for prior authorization. Treatment plans will be reviewed as a whole using nationally recognized evidence-based guidelines. This requirement applies to *all specialties* for your Medicaid members 18 years of age and older.

We hope you will find value in the following changes coming with the NCH partnership:

- Real-time authorizations issued for approvable treatment plans submitted via the NCH on-line portal [My.NewCenturyHealth.com](https://my.newcenturyhealth.com)
- Ability to confirm member eligibility through the NCH portal prior to entering a treatment plan.
- Oncology physicians on staff to answer your questions.
- Telephonic intake available for submitting treatment plans, if needed.
- Dedicated NCH Provider Network Manager to use as a direct point of contact for any issues or questions.

Authorizations issued by Molina Healthcare before October 1, 2022, are effective until the authorization end date. Re-authorization requests must be submitted to NCH, otherwise claims may be affected.

**An NCH representative 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 (888) 999-7713, Option 6, or reference the frequently asked questions document included in this communication.

Thank you for your participation in our network and for your dedication to the health of our members.

Sincerely,

Molina Healthcare of Nevada

**Frequently Asked Questions:  
Molina Healthcare of Nevada 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 18 years of age and older.

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

**A:** The program will begin **10/1/2022**, for Molina Healthcare Medicaid members 18 years of age and older.

**Q: What services are in-scope for New Century Health?**

**A:** Included 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 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 self-register online at [My.NewCenturyHealth.com](https://www.newcenturyhealth.com)

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

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

Log in to NCH's provider web portal at [My.NewCenturyHealth.com](https://www.newcenturyhealth.com)

Contact NCH's Utilization Management Intake Department at **(888) 999-7713**

- Medical Oncology - Option 1



- Radiation Oncology - Option 2

**Call center hours: Monday through Friday 8 a.m.-8 p.m. ET, and 5 a.m.- 5 p.m. PT.**

**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 Healthcare **before 10/1/2022** will be effective until the authorization expiration date.

Authorizations previously issued by Molina Healthcare that **expire on or after 10/1/2022** must be submitted to NCH to obtain a new valid authorization.

**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 New Century Health.

**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 [My.NewCenturyHealth.com](http://My.NewCenturyHealth.com) or by contacting New Century Health’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 New Century Health 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.