

Neighborhood Health Plan of Rhode Island (Neighborhood) and New Century Health Frequently Asked Questions – September 1, 2020

Q: Who is New Century Health?

A: New Century Health (NCH) is a comprehensive oncology quality management company. Neighborhood Health Plan of Rhode Island (Neighborhood) has partnered with NCH to simplify the administrative process for providers and to support the effective delivery of quality patient care.

The NCH provider portal is always available, offering eligibility verification and real-time status of authorization requests.

Q: When will the NCH program begin with Neighborhood Health Plan of Rhode Island?

A: The NCH program will begin September 1, 2020.

Q: Is this program for all Neighborhood Health Plan of Rhode Island members?

A: Yes. NCH's program is for Neighborhood's Medicaid, Commercial, and INTEGRITY (Medicare-Medicaid Plan) members **of all ages.**

Q: What medical specialties are included in the NCH program?

A: The following medical specialties are included in the NCH program:

- Medical Oncology and Hematology
- Pediatric Oncology and Hematology
- Gynecologic Oncology
- Urology
- Surgical Oncology (medications only)
- Radiation Oncology

The above provider specialties will submit their chemotherapy/hematology drug, genomic/genetic testing, and radiation treatment authorizations through NCH.

Q: What services require prior authorization from NCH?

A: The following services will require a prior authorization from NCH before administration of the drug or treatment in the provider's office, outpatient hospital, ambulatory setting or infusion center:

- Oncology-related chemotherapeutic drugs and supportive agents,
- Hematology-related drugs and supportive agents,
- Radiation oncology treatment, and
- Genomic/genetic testing for oncology related chemotherapy treatment.

Q: What places 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: Who should obtain prior authorization?

A: The physician organization ordering chemotherapeutic drugs, supportive agents, radiation, or genomic/genetic testing for the treatment of cancer or related hematologic diseases must request prior authorization through NCH.

Q: How does a provider obtain prior authorization?

A: Submit requests to NCH via the following:

- Log into NCH's provider web portal at <https://my.newcenturyhealth.com>
- Call NCH at **1-888-999-7713**, Monday through Friday, 8:00 a.m. to 8:00 p.m. EST
 - *Medical Oncology and Genomic/Genetic Testing – Option 1*
 - *Radiation Oncology – Option 2*

Q: What is the transition of care process?

A: Authorizations issued by Neighborhood before September 1, 2020 will be effective until the authorization expiration date. Authorizations previously issued by Neighborhood that expire on or after September 1, 2020 must be submitted to NCH to obtain a new valid authorization.

Q: Which drugs require prior authorization?

A: Neighborhood Health Plan of Rhode Island's Oncology Pathway Solutions Program, administered by NCH, includes prior authorization management for all chemotherapeutic, hematologic, symptom management and supportive drugs for members with a diagnosis code included in the following range: C00-D53, D55-D59.2, D59.6-D62, D63.0, D63.8, D64, D68.5, D68.6, D69-D77, D89.2, E34.0, I88, K31.7, K63.5, L53.8, Q85, Z41.8, Z51.0 and Z51.1. All requests submitted within these diagnosis codes will be reviewed by 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 physician discussion with the requesting provider. NCH Medical Reviewers are licensed medical oncologists or 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 1-888-999-7713, Option 1.

Q: Are there services and/or other drugs that require authorization from Neighborhood Health Plan of Rhode Island?

A: Yes. Keep in mind that drugs for non-cancer/non-hematology diagnoses may require authorization from Neighborhood.

Q: Does a prior authorization guarantee payment?

A: No, a prior authorization does not guarantee payment for services. Payment of claims is dependent on the following, but not limited to, eligibility, covered benefits, provider contracts and correct coding and billing practices. For specific details, please refer to your Neighborhood 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 or treatments, Neighborhood may deny payment for respective services. Neighborhood Medicaid and INTEGRITY members cannot be held responsible for denied charges/services.

Q: Where do I submit related claims once prior authorization is obtained through NCH?

A: Providers should submit claims to Neighborhood either electronically or by mail.

Electronic Claims:

- Medicaid Claims Payer ID 05047
- Exchange/Commercial and INTEGRITY (Medicare-Medicaid Plan) Claims Payer ID 96240

Paper Claims:

Neighborhood Health Plan of Rhode Island
P.O. Box 28259
Providence, RI 02908-3700

Q: Who is responsible for responding to grievances and appeals?

A: Neighborhood Health Plan of Rhode Island will continue to respond to member grievances and appeals. Members can continue to follow processes outlined on our website and in the member handbook to submit either a grievance or an appeal. Providers can initiate a grievance or appeal with Neighborhood by mail or fax:

Neighborhood Health Plan of Rhode Island
Attn: Grievances & Appeals Unit Coordinator
910 Douglas Pike
Smithfield, RI 01917

Grievance & Appeals Unit Fax Number: (401) 709-7005

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**, Option 6.