

July 1, 2020

Dear Provider,

Neighborhood Health Plan of Rhode Island (Neighborhood) is pleased to announce its collaboration with New Century Health (NCH), an oncology quality management company, to simplify the administrative process for providers and to support the effective delivery of quality patient care.

Beginning September 1, 2020, the following 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

Medical specialties included in this program are Medical Oncology and Hematology, Pediatric Oncology and Hematology, Gynecologic Oncology, Urology, Surgical Oncology* (*medications only), and Radiation Oncology. Beginning September 1, 2020, these provider specialties will submit their chemotherapy/hematology drug, radiation treatment, and genomic/genetic testing requests for prior authorization through NCH.

This prior authorization requirement applies to all Neighborhood members in all lines of business, Medicaid, Commercial, and INTEGRITY (Medicare-Medicaid Plan).

Benefits of partnering with NCH include:

- The use of clinical criteria, based on nationally-recognized guidelines including, but not limited to, the National Comprehensive Cancer Network (NCCN) and American Society of Clinical Oncology (ASCO), to promote evidence-based cancer care,
- Physician discussions with medical oncologists or radiation oncologists, and
- A provider web portal to:
 - Obtain real-time approvals when selecting evidence-based NCH treatment care,
 - Determine which clinical documentation is needed for medical necessity review,
 - View all submitted requests for all authorizations in one location, and
 - Check member eligibility.

Prior Authorization Process:

The requesting physician must complete an authorization request using one of the following methods:

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

With the NCH program, there are no changes to your current claims submission process.

Transition of Care:

Authorizations issued by Neighborhood before **September 1, 2020**, are effective until the authorization end date. Upon expiration, authorization requests must be submitted to NCH. If continued authorization is not obtained from NCH, affected claims may be denied. For services/treatments that did not require an authorization prior to **September 1, 2020**, an authorization will be required from NCH for service/treatment dates on and after **September 1, 2020**.

Next Steps:

Enclosed with this notice is a list of Frequently Asked Questions regarding NCH. In addition, you can visit www.nhpri.org/NCH for the most up-to-date information.

A representative from NCH will contact you soon to:

- Schedule an introductory meeting and training,
- Obtain contact information of prior authorization staff members at each practice, and
- Create sign-on credentials to NCH's on-line portal.

Should you have any questions prior to the introductory meeting, please call NCH at 1-888-999-7713, Option 6. You may also contact Neighborhood's Provider Relations department at 1-800-963-1001.

We look forward to offering you this program and hope that it will enhance your experience with your oncology service authorizations.

Sincerely,

Neighborhood Health Plan of Rhode Island