

# Medical Oncology

## Quick Reference



### Required Authorization

Prior authorization is required for the following treatments:

- Primary Injectable Chemotherapy
- Supportive Medications given with Chemotherapy

### Authorization Requirements

To ensure the authorization process is as quick and efficient as possible, the provider's office submitting requests will need to provide the following:

- Member Name, Date of Birth and Member ID
- Ordering physician's name, NPI, Tax ID and Address
- Rendering facilities name, NPI, Tax ID and Address
- Patient's Intended NCCN Treatment Regimen
- Supporting Clinical Information
- Disease Specific Information Including
  - Diagnosis at onset
  - Stage of disease
  - Clinical presentation
  - Histopathology
  - Co-morbidities
  - Patient risk factors
  - Performance status
  - Genetic alterations
  - Line of treatment

### Authorizations

An authorization number will be faxed to the ordering provider and requested facility upon approval. eviCore will approve the specific facility performing the regimens and the indicated treatment plan.

*Contact eviCore for changes to facility or treatment plan.*

It is the responsibility of the performing provider to obtain authorization. Verification of authorization requirements may be obtained via the eviCore website [www.eviCore.com](http://www.eviCore.com) or by calling 877-825-7722.

*Important: Authorization from eviCore does not guarantee claim payment. Regimens must be covered by AdventHealth Advantage Plans (AHAP) and the member must be eligible at the time services are rendered. Claims submitted for unauthorized treatments are subject to denial, and the member must be held harmless. Please verify the member's eligibility with AHAP.*

### Authorization Denials

A denial letter will be faxed to the ordering provider and mailed to the member with rationale for the determination within one business day of decision. The denial notification sets forth the appeal options per current state policy. eviCore also offers the ordering provider a consultation with an eviCore Medical Director. In certain instances, additional information provided during the consultation is enough to satisfy medical necessity criteria

### No Required Authorization

Prior authorization is not required for the following treatments:

- Inpatient Medical Oncology Regimens
- Other Medical Oncology Regimens not indicated
- Emergency room services

### Clinical Guidelines

eviCore utilizes the National Comprehensive Cancer Network's (NCCN) clinical guidelines to ensure patients are receiving the most effective treatment at the right time.

By following these clinical guidelines, providers have the potential to receive real-time authorization.

To access the most up-to-date NCCN clinical guidelines, please visit [NCCN.org](http://NCCN.org)

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## Urgent Requests 877-825-7722

Does the provider feel that the patient has a condition that is a risk to their life, health, ability to regain maximum function or is experiencing severe pain?

Providers can now request Urgent Requests online by indicating that the treatment is not a routine/standard regimen



## Convenient Web Portal

The Web Portal is the quickest, most efficient way to obtain information:

- Initiate a case or view case/authorization details, verify eligibility and more.
- Available 24/7, 365 days a year
- Request a clinical consultation online.

Web Portal assistance:

[portal.support@evicore.com](mailto:portal.support@evicore.com)

p: 800-646-0418 (Option 2)



## Provider Resource Page

The eviCore Provider Resource page contains clinical guidelines, web registration/submission information, FAQ documents, a comprehensive code list and other important resources that are kept up-to-date for your convenience:

- <https://www.evicore.com/resources/healthplan/healthfirsthealthplans>

## Need Clinical Support?

Providers and/ or staff can request to speak to an eviCore Medical Director by scheduling a clinical consultation. To schedule a clinical consultation, visit:

[www.evicore.com/provider/request-a-clinical-consultation](http://www.evicore.com/provider/request-a-clinical-consultation)

Please contact AHAP directly to discuss reconsiderations of claims payment.

If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from ordering physicians. One of eviCore's physicians can assist in determining the appropriate treatment regimen.

For claim denials, you must follow the appeal process.