

April 26, 2019

1870 W. Rio Salado Parkway
Suite 2A
Tempe, AZ 85281-2145

Dear Valued Provider,

Arizona Complete Health (AzCH) is pleased to announce its collaboration with New Century Health (NCH), an oncology quality management company, to implement a new oncology pre-approval program, Arizona Complete Health Oncology Pathway Solutions. The program will simplify the administrative process for providers to support the effective delivery of quality patient care.

Beginning July 1, 2019, all oncology-related chemotherapeutic drugs and supportive agents will require a prior authorization from NCH before being administered in a physician's office, outpatient hospital or ambulatory setting. This requirement applies to both pharmacy-dispensed and office-administered medication for all Arizona Complete Health-Complete Care Plan (Medicaid) and Ambetter from Arizona Complete Health (Marketplace) members ages 18 and over.

Arizona Complete Health Oncology Pathway Solutions program benefits include:

- The use of clinical criteria, based on nationally-recognized guidelines, to promote evidence-based cancer care
- Increased collaboration with physician offices to foster a team approach
- Peer-to-peer discussions with medical oncologists who can understand and better discuss treatment plans
- A provider web portal to:
 - Obtain real-time approvals when selecting evidence-based NCH treatment care pathways
 - Determine which clinical documentation is necessary for medical necessity review
 - View all submitted requests for authorization in one location
 - Check member eligibility

Pre-approval Process

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

- Logging into the NCH Provider Web Portal: <https://my.newcenturyhealth.com>
- Calling **1-877-624-8601** (Monday – Friday 5 a.m. to 5 p.m. PST)
- Faxing the authorization form to **1-877-624-8602**

Timeframe for Approval

Real-time approval is given for NCH recommended treatments. Timeframes for authorization of treatment regimens not recommended by NCH are as follows:

- Medicaid requests:
 - Pharmacy: 24 hours
 - Office Administered: 24 hours or 7 business days if more information is requested
- Ambetter requests:
 - Pharmacy: standard requests 72 hours; urgent requests 24 hours
 - Office Administered: standard requests 5 calendar days; urgent requests 72 hours, exigent circumstances 24 hours

NCH may approve chemotherapeutic and supporting agents, including hematology drugs, for a period up to 90 days.

Prior authorizations issued by AzCH or Envolve Pharmacy Solutions before July 1, 2019 are effective until the authorization end date. Subsequent prior authorization requests must be submitted to NCH. If continued authorization is not obtained from NCH, drug-related claims may be denied.

Please note:

- Inpatient requests for chemotherapy should continue to be submitted via Arizona Complete Health's Secure Provider Portal at <https://www.azcompletehealth.com/login.htm>.
- Pharmacy dispensed chemotherapeutic and supportive agents that were previously submitted to Envolve Pharmacy Solutions or CoverMyMeds should be submitted directly to NCH.

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 1-888-999-7713, Option 6. You may also contact AzCH at 1-866-796-0542.

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

Sincerely,

Scott W. Van Valkenburg, MD
Chief Medical Director
Arizona Complete Health