



## Frequently Asked Questions (FAQ):

### Molina Healthcare Florida Medical, Radiation Oncology and Cardiology Pathway Solutions

**Q: Who is New Century Health?**

**A:** New Century Health (NCH) is a comprehensive oncology and cardiology quality management (OQM) company. Its platform optimizes the application of evidence-based medicine to the delivery of ambulatory cancer care, radiation oncology and cardiology care.

**Q: What is the Molina Healthcare Pathway Solutions program?**

**A:** Molina Healthcare's 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 and cardiology is included in the program. The program emphasizes and supports the selection of preferred pathways for patient care and is administered by **New Century Health**. 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 21 years of age and older, and Marketplace members 18 years of age and older.

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

**A:** The program will begin **February 1, 2024**.

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

**A:** Included Diagnosis Codes:

**Medical Oncology:**

Cancer-related diagnoses for infused, injectable and oral (when part of an infused regimen) chemotherapy, hormonal therapeutic treatment, supportive agents, and symptom management medications for the following diagnosis codes:

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

**Radiation Oncology Services:** *same above diagnosis range.*

- Brachytherapy
- Conformal
- IMRT (Intensity-modulated radiation therapy)
- SBRT (Stereotactic body radiation therapy)
- IGRT (Image-guided radiation therapy)
- 2D, 3D (2 or 3 dimensional)
- SRS (Stereotactic radiosurgery)
- Radiopharmaceuticals
- Proton and Neutron Beam Therapy

**Cardiology Services:**

- Non-Invasive Cardiology
- Non-Invasive Vascular
- Cardiac Cath and Interventional Cardiology
- Vascular Radiology and Intervention
- Vascular Surgery
- Thoracic Surgery
- Cardiac Surgery
- Electrophysiology

**Note: Program applies to “ALL SPECIALTIES” participating with Marketplace and 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 or cardiology services must request prior authorization through New Century Health.

**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 [providertraining@newcenturyhealth.com](mailto:providertraining@newcenturyhealth.com) or 1-888-999-7713, Option 6 or self-register online at <https://my.newcenturyhealth.com>

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

**A:** Submit chemotherapy, radiation oncology or cardiology requests to New Century Health via the following methods:

Log into New Century Health’s provider web portal at <https://my.newcenturyhealth.com>

Contact New Century Health’s Utilization Management Intake Department at **1-888-999-7713**

Medical Oncology - Option 2

Radiation Oncology - Option 3

Cardiology – Option 1

Monday through Friday (8 a.m. - 8 p.m. CST)

**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 **1-888-999-7713**
- Quick turnaround time on authorization requests submitted via portal or phone.
- Physician discussions by medical oncologists, radiation oncologists or cardiologists
- New Century Health provider representatives are available for support as needed.

**Q: What is the transition of care process?**

**A:** Authorizations previously issued by Molina Healthcare prior to **February 1, 2024**, will be effective until the authorization expiration date.

Authorizations previously issued by Molina Healthcare that **expire on or after February 1, 2024**, must be submitted to New Century Health to obtain a new valid authorization.

**Q: Which specialties are included in the Molina Healthcare’s Pathway Solutions Program?**

**A:** ALL medical specialties providing cancer care, radiation oncology and cardiology services must submit prior authorizations through New Century Health.

**Q: Who at New Century Health will be reviewing chemotherapy, radiation oncology and cardiology requests?**

**A:** New Century Health Medical Reviewers are licensed medical oncologists, radiation oncologists and cardiologists who 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 New Century Health’s Utilization Management at **1-888-999-7713**.

If the request does not meet evidence-based treatment guidelines, New Century Health may request additional information or initiate a physician discussion with the requesting provider.

**Q: What will the New Century Health 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) for Oncology and Cardiology Service Request (CSR) for cardiovascular specialties. Typically, 90 days.

\* 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:** Outpatient setting, which could include the physician’s office, infusion centers and outpatient hospital locations. Includes inpatient setting for cardiology professional services only.

**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 Molina 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.

If you have questions regarding the Molina relationship with New Century Health, please call the provider services manager at 1-855-322-4076.