



## Frequently Asked Questions: Fidelis Care Oncology Pathway Solutions

- **What is New Century Health (NCH)?**
  - NCH is a comprehensive oncology quality management (OQM) company optimizing the application of evidence-based medicine for the delivery of adult ambulatory cancer care.
- **What is the Fidelis Care Oncology Pathway Solutions program?**
  - Fidelis Care Oncology Pathway Solutions program provides prior authorization management for all infusible, injectable and oral chemotherapy agents, supportive drugs, and symptom management drugs. The program emphasizes and supports the selection of Preferred Pathways for patient care and is administered by New Century Health.
- **Is this for all Fidelis Care members?**
  - The Fidelis Care Oncology Pathway Solutions program is for Fidelis Care's Medicaid Managed Care, Essential Plan, and Qualified Health Plan members 18 years and older.
- **When will the Fidelis Care Oncology Pathway Solutions program begin?**
  - The program will begin 11/02/2020.
- **How can a physician's office request training for this program?**
  - A Provider Network Specialist will contact you to schedule an introductory meeting and training. Should you have any questions prior to the introductory meeting, please contact NCH at 1-888-999-7713, Option 6, or self-register online at <https://my.newcenturyhealth.com>. You may also call Fidelis Care at 1-888-343-3547.

### Prior authorization

- **What are some key features of the program?**
  - The online provider portal is always available, offering:
    - Real-time authorizations for treatment care pathway
    - View of real-time status of authorization requests
    - Eligibility verification
  - Supportive telephonic authorization staff available at 1-888-999-7713, Option 1, Monday–Friday (8 a.m.- 8 p.m. EST)
  - Quick turnaround time on authorization requests submitted via portal or phone
  - Physician discussion by medical oncologists
  - New Century Health is a National Comprehensive Cancer Network (NCCN) licensee of the Drugs and Biologics Compendia using nationally recognized, evidence-based treatment guidelines
  - New Century Health provider representatives are available for support as needed
- **What is the transition of care process?**
  - Authorizations issued by Fidelis Care **before 11/02/2020** will be effective until the authorization expiration date. Authorizations issued by Fidelis Care that expire **on or after 11/02/2020** must be submitted to New Century Health to obtain a new valid authorization.

- **Who should obtain prior authorization?**
  - The physician organization ordering chemotherapeutic drugs or supporting agents for the treatment of cancer or related hematologic diseases must request prior authorization through New Century Health.
- **How do I obtain prior authorization?**
  - Submit chemotherapy requests to New Century Health via one of the following methods:
    - Logging into New Century Health’s provider web portal at <https://my.newcenturyhealth.com>
    - Contacting New Century Health’s Utilization Management Intake Department at 1-888-999-7713, Option 1, Monday - Friday (8 a.m.-8 p.m. EST)
- **What is the TOTAL turn-around time (TAT) on processing prior authorization requests?**

Request Type	Medicaid Managed Care	Qualified Health Plan & Essential Plan
Pharmacy	Within 24 hours	Standard: Within 72 hours Expedited: Within 72 hours (or within 24 hours for a non-formulary request)
Medical	Within 24 hours	Within 24 hours

- **Which drugs require prior authorization?**
  - Prior authorization is required for chemotherapeutic drugs, symptom management drugs, and supporting agents for these diagnosis codes: C00-D49, C88.0, E34.0, K31.7, K63.5, L53.8, Q85, D50-D53, D55-56, D58-D62, D63.0, D63.8, D64, D68.5, D68.6, D69-D77, D89.2, I88, R11 (cancer related), and Z41.8.
- **Which specialties are included in the Fidelis Care Oncology Pathway Solutions program?**
  - Medical specialties providing cancer care and its supportive services, including Medical Oncology, Hematology, Urology, Surgical Oncology, Neurological Oncology and Gynecologic Oncology, will submit their chemotherapy prior authorizations through New Century Health.
- **Who at New Century Health will be reviewing chemotherapy requests?**
  - New Century Health medical reviewers are licensed medical oncologists using nationally recognized clinical guidelines (available at <https://my.newcenturyhealth.com> or by contacting New Century Health’s Utilization Management at 1-888-999-7713, Option 1) when performing reviews.
  - 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.
- **What will the New Century Health authorization look like, and how long is it valid?**
  - 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).
  - Please submit claims to Fidelis Care using the Fidelis Care prior authorization number provided in the letter from Fidelis Care, not the NCH authorization number. The Fidelis Care authorization number will begin with the 2-digit year followed by another 10 digits.
- **What place of service does this prior authorization review process include?**
  - The Oncology Pathway Solutions program applies to services rendered in an outpatient setting.
- **Where do I obtain a prior authorization for inpatient chemotherapy?**
  - Inpatient authorization for chemotherapy remains the same.
- **Where do I obtain a prior authorization for pharmacy dispensed chemotherapeutic and supportive agents?**
  - Requests should be submitted directly to New Century Health.

## Claims

- **Where do I submit related claims once prior authorization is obtained through New Century Health?**

- Once prior authorization is obtained through NCH, the provider will receive a second approval letter with the Fidelis Care authorization number. Once the Fidelis Care authorization number is received, you may submit claims to Fidelis Care either electronically or by mail to the following address:

Fidelis Care Claims Department  
PO Box 898  
Amherst, NY 14226-0898

The payer ID for electronic claim filing is 11315. Please refer to the back of the member's ID card for specific instructions.

Billing information, including the above, can be referenced on the Fidelis Care website.

- **Does a prior authorization guarantee payment?**

- 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 Provider Manual.

- **Who is responsible for responding to Claims Disputes?**

- Fidelis Care will continue to respond to claims disputes. Providers can submit disputes using the current process outlined in the Provider Manual. Disputes must be submitted to the address below.

Fidelis Care  
480 Crosspoint Parkway  
Getzville, New York 14068

- **Who is responsible for responding to grievances and appeals?**

- Fidelis Care 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 Fidelis Care by mail or fax; however, the member's written consent for the grievance or appeal is required:

Fidelis Care  
95-25 Queens Blvd  
Rego Park, NY 11374  
Fax: 1-800-374-9808

- **What will happen if the physician does not request and obtain an authorization?**

- If a required authorization is not obtained, Fidelis Care may deny payment for the relevant drugs. Members cannot be held responsible or billed for denied charges/services. Providers may only collect the applicable cost share amount directly from the member.