

This communication should be viewed by:
Oncology Providers

Optum Health Care Solutions to Administer Prior Authorization Services for Outpatient Medical Oncology Treatments

On October 3, 2023, MVP Health Care® (MVP) announced the selection of Optum Health Solutions to administer prior authorization services on its behalf for outpatient medical oncology treatments beginning January 1, 2024. Please find additional information regarding training materials and how a Provider will submit requests.

New Medical Oncology Notification/Prior Authorization Process

Oncologists will submit notification/prior authorization requests through Optum's portal. Optum will review requests for the treatment of Members with a cancer diagnosis for drugs on MVP's Prior Authorization list when being delivered in an outpatient setting (e.g., performed in a doctor's office, other outpatient facility, or at home).

To support Optum's review, patient clinical information will be documented within the request submission. Medical records can also be attached for cases not eligible for automatic approval.

Timeline for New Medical Oncology Notification/Prior Authorization Process

- **December 15 – December 31, 2023:** Providers will have early access to notify Optum of services for MVP Members who will begin treatment during the first week of January 2024 or after. No prior authorization is needed as a medical necessity review will not be completed.
- **January – March 2024:** Providers are required to notify Optum of services for Members if their treatment includes a code on the Chemotherapy Prior Authorization List and treatment will extend past April 1, 2024 and beyond. Medical necessity will not be applied.
- **Beginning April 1, 2024:** An authorization must be in place for dates of service April 1, 2024 and forward and Medical necessity review will be applied when the initial start date of treatment is April 1, 2024 and beyond.

Providers can submit requests in two ways:

1. Visit mvphealthcare.com/providers and *Sign in or Create an account*
 - a. Access Optum Prior Authorization Portal
 - Under *Authorizations*, select *Medical Oncology Request*
 - Enter the requested information and select *Manage Oncology Prior Authorization*
 - Your sign-in credentials will be transferred through to the Optum UM Platform Dashboard and your information will be displayed in the upper right-hand corner of the page where you will see "Welcome [PROVIDER NAME]"
2. Contact the Optum Oncology Customer Care Center for Provider Services at **866-654-7432** from 7am to 7pm Eastern Time.

Training

To view additional training information, including Frequently Asked Questions (FAQs), sign in to your MVP Provider Online Account at mvphealthcare.com/providers, then under *Authorizations*, select *Medical Oncology Request*. Additional information can be found in the *Helpful Links* section.

MVP selects Optum Health Solutions' Cancer Support Program

Additionally, MVP has selected Optum Health Solutions' Cancer Support Program to administer care management services for Members receiving active treatment for cancer. Beginning January 1, 2024, Providers may refer eligible MVP Members to the Cancer Support Program at **866-654-7432**.

Cancer Support Program Overview

The Cancer Support Program provides high touch care management with a focus on supporting patients with cancer who are particularly at high risk for an ER visit or unplanned hospital admissions.

Featured program services include, but are not limited to, the following:

- Providing education regarding benefits, diagnosis, prognosis, treatment, and symptom management
- Identifying and addressing barriers to care, such as adherence and psychosocial and social determinants of health needs
- Providing Transitional Care Management and ensuring a safe transition of patients from the acute care to home care setting
- Optimizing palliative and hospice care
- Facilitating Advance Care Planning
- Providing access to a digital site for patient education (e.g., learning articles, videos, courses) customized to the patient's interests and symptom check-ins at mvp.phs.com

The Cancer Support Program identifies and stratifies candidates for their services through prior authorization and claims data, and then performs proactive telephonic outreach to patients. Patients can also call into the program at **866-654-7432** to participate in the program.

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It's Time to Recertify Your Patients!*

The Families First Coronavirus Response Act has expired. To learn how MVP can help your patients continue their coverage, visit mvphealthcare.com/recertification.

*Applies to Members enrolled in Medicaid, Child Health Plus (CHP), Health and Recovery Plan (HARP), and the Essential Plan (EP).

To view all communications, visit mvphealthcare.com/FastFax

Questions? Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at 1-800-684-9286.

