



Frequently Asked Questions: Oncology and Radiation Oncology Solution Program

Wellcare by Allwell Ohio (Medicare) Effective June 1, 2025

- **Who is Evolent?**
 - Evolent (formerly New Century Health/National Imaging Associates, Inc.) is a comprehensive oncology and radiation oncology quality management company whose goal is to apply evidence-based treatment to the delivery of oncology and radiation oncology care.
- **What is the Oncology and Radiation Oncology Solution Program?**
 - The Oncology and Radiation Oncology Program provides prior authorization management for your oncology-related oral and infused chemotherapeutic drugs, supportive agents, symptom management medications and radiation oncology treatment requests. The program emphasizes and supports the selection of preferred pathways for patient care and authorizations are administered by Evolent.
- **What members are included in this program?**
 - Wellcare by Allwell Ohio (Medicare) members 18 years of age and older.
- **When will the program begin?**
 - The Oncology and Radiation Oncology Solution Program will begin on June 1, 2025.
- **How can a physician's office request training for this program?**
 - A Provider Engagement Manager will contact you to schedule an introductory meeting and training. If you have any questions prior to the introductory meeting, please contact Evolent at **1.888.999.7713, option 6** or email providertraining@evolent.com.
- **What are some key features of the program?**
 - Evolent offers providers:
 - Real-time authorizations for treatment care pathways
 - Real-time status of authorization requests
 - Quick turnaround on authorization requests
 - Eligibility verification
 - Physician discussions with radiation oncologists or oncologists
 - Support staff with dedicated provider solutions representatives available to assist
- **How do I contact Evolent authorization support?**
 - Call **1.888.999.7713 oncology (option 2) radiation oncology (option 3)**. Staff is available Monday - Saturday 8:00 a.m. to 8:00 p.m. EST.

- **What is the transition of care process?**
 - Wellcare by Allwell Ohio (Medicare) authorizations issued before **June 1, 2025**, will be effective until the authorization end date. Starting **June 1, 2025**, please submit prior authorization requests to Evolent.
- **Who is responsible for obtaining prior authorization?**
 - The physician organization ordering oncology-related oral and infused chemotherapeutic drugs or radiation oncology services must request prior authorization through Evolent.
- **How do I obtain prior authorization?**
 - By submitting requests to Evolent:
 - On-line at my.newcenturyhealth.com.
 - Via telephone at 1.888.999.7713 oncology (option 2) radiation oncology (option 3)
- **What is the turn-around time (TAT) for processing prior authorization requests?**
 - Oncology
 - Standard: 72 hours.
 - Expedited: 24 hours.
 - Radiation Oncology
 - Standard: 14 calendar days.
 - Expedited: 72 hours.
- **What treatments require prior authorization?**
 - The Oncology and Radiation Oncology Solution Program, administered by Evolent, requires prior authorization management for all oncology-related oral and infused chemotherapeutic drugs and radiation oncology services for your Exchange, Medicaid, and Medicare members with a diagnosis code included in the following range:

Cancer = C00–D09, D37-D44, E34.0

Hematology Diagnosis = D45-D49, D59.10-D59.19, D61.81, D61.82, D63.0, D63.8, D64.2-D64.3, D64.81, D64.89, D64.9, D68.59, D69.3, D69.41, D69.59, D69.6, D69.8, D69.9, D70.1-D70.9, D72.8, D72.9, D73.81, D73.9, D75.1, D75.81, D75.82

- **Which specialties are included in the Oncology and Radiation Oncology Solution Program?**
 - Gynecologic Oncology, Hematology, Medical Oncology, Neuro- Oncology, Radiation Oncology, Surgical Oncology, and Urology specialty providers will submit their prior authorizations through Evolent.
- **Who reviews oncology and radiation oncology requests?**
 - Evolent medical reviewers are licensed oncologists and radiation oncologists using nationally recognized clinical guidelines when performing reviews. Clinical guidelines are available at my.newcenturyhealth.com or by contacting Evolent at 1.888.999.7713, oncology (option 2) and for radiation oncology (option 3).
- **What happens if the authorization request does not meet guidelines?**
 - If the request does not meet evidence-based treatment guidelines, Evolent may request additional information or initiate a physician discussion with the requesting provider.

- **What will the Evolent authorization number look like, and how long is it valid?**
 - The Evolent authorization will start with “AR” followed by at least six digits (e.g., AR100000). It is valid for the duration indicated on the Service Request Authorization (SRA).
- **Which place(s) of service are included in this program?**
 - Oncology and radiation oncology services rendered in a physician’s office, in an outpatient hospital or ambulatory setting,
- **Does prior authorization guarantee payment?**
 - No. 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 grievances and appeals?**
 - Wellcare by Allwell Ohio (Medicare) will perform denials for services not able to be approved by Evolent.
 - Wellcare by Allwell Ohio (Medicare) will maintain the grievance and appeals processes.
- **What will happen if the physician does not request and obtain an authorization?**
 - If authorization is not obtained, Wellcare by Allwell Ohio (Medicare) may deny payment for the relevant services. Members may not be held responsible or billed for denied charges/services. Providers may only be able to collect the applicable cost share amount directly from the member.