



Utilization Management Services – Cardiology/Oncology

Frequently Asked Questions (FAQs)

1. Q: What is New Century Health?

A: New Century Health (NCH) is the nation’s leading specialty care management company, with exclusive focus on cancer and cardiac care. The NCH mission is to transform the delivery of oncology and cardiovascular care by aligning the distinctive capabilities of healthcare payers and specialty providers with smart technology, clinical data analytics and deep clinical expertise.

2. Q: When will the live date for CountyCare Health plan be implemented?

A: September 20, 2019

3. Q: What is the line of business and county?

A: Medicaid and Cook County; MLTSS members are excluded as well as members <18 years of age.

4. Q: What is the Scope of Service?

A: All oncology-related chemotherapeutic drugs/supportive agents, radiation therapy, clinical cardiology, invasive cardiology, diagnostic, EPS, cardiovascular/thoracic surgery, performed electively, will require prior authorization from NCH when rendered in the physician’s office, outpatient hospital, ambulatory and inpatient setting.

5. Q: What is the new authorization process?

A: Provider will **no** longer need seek authorization through CountyCare/Evolent UM nor MedImpact as of Sept 20th, 2019 for the scope highlighted above. **Instead**, CountyCare providers will submit prior authorization to New Century Health by using one of the following methods:

- Log in the NCH portal at <https://my.newcenturyhealth.com>
- Telephonic Intake: 1-888-999-7713
- Fax Intake:

Oncology: 877-624-0611

Cardio: 877-624-8807

Anything not listed in scope in #4 will follow the existing prior authorization process in place currently.

6. Q: How long is the NCH authorization valid for?

A: Average approval is 90 days from the treatment start date.

7. Q: What if I already have a valid authorization issued by CountyCare?

A: Authorizations issued by CountyCare before September 20th, 2019 are effective until the authorization end date. Upon expiration, authorization requests must be submitted to NCH. If continued authorization is not obtained from NCH, affected claims may be denied. For services/treatments that did not require an

authorization prior to September 20, an authorization will be required from New Century Health for service/treatment dates after September 20.

8. Q: If my request prompts an inpatient facility approval how will I be notified that it is approved from CountyCare?

A: The servicing provider and the hospital rendering the services will get a copy from CountyCare.

9. Q: What is the Recommended Adverse Determination (RAD) turnaround time from CountyCare?

A: NCH will not be delegated denial of services during the prior authorization process. However, NCH will forward recommendations for denials to be reviewed/completed by CountyCare. Total turnaround time will adhere to HFS guidelines to finalize a RAD 48 Hours for Urgent / 4 Calendar days for Routine. This is from start to finish and includes NCH and CountyCare review times. Providers will be notified of denial and sent the denial letter by CountyCare.

10. Q: When will I receive my username and password for NCH Portal?

A: NCH will send the username and password via email to the email address provided during provider inservicing/collected by NCH from your office. Please contact NCH Network Operations at 888.999.7713 Option 6 for additional questions.

11. Q: How can a physician's office request training for NCH Authorization Process?

A: To request training you may contact NCH Network Operations at 888.999.7713 Option 6.

12. Q: What if member is not appearing eligible or is not found when searching on-line?

A: If a member is not appearing eligible or is not found via NCH's portal, you will be prompted to call the appropriate toll-free phone number, or you may call 888.999.7713.

13. Q: What are the hours of operation?

A: NCH normal business hours are Monday through Friday 7:00 AM – 7:00 PM CST.