Medical Oncology Program

Provider Portal Case Entry Updates

Updated September 29, 2023

Carelon Medical Benefits Management 2023

Medical Oncology
Clinical Engine and *ProviderPortal* Updates

Medical Oncology Program reviews requests for clinical appropriateness and optimization at the same time

Drug clinical appropriateness review

- Drugs are reviewed in combination, as a regimen

- Most clients use NCCN 2a or 2b criteria as medical policy

- A regimen and/or supportive care may be denied if medical policy criteria is not met

Cancer Treatment Pathways (Pathways)

- Pathways are cancer treatment regimens selected on the basis of efficacy, safety, and, finally, cost when all clinical considerations are equal

- A provider may select a non-Pathway regimen and still have that regimen approved under medical policy

- Most clients issue enhanced reimbursement for practices utilizing Pathway regimens

Drug lists

Drugs Reviewed by Carelon (UM/Managed)	Drugs Not Reviewed by Carelon (QI/Non-UM)

- List of drugs to be managed by Carelon will be provided by Health Plan

  o Typically includes both therapeutic and supportive drugs

  o May include formulary and non-formulary drugs

- All determinations are supported by health plan medical policies and National/Local Coverage Determinations, for Medicare Advantage members when applicable
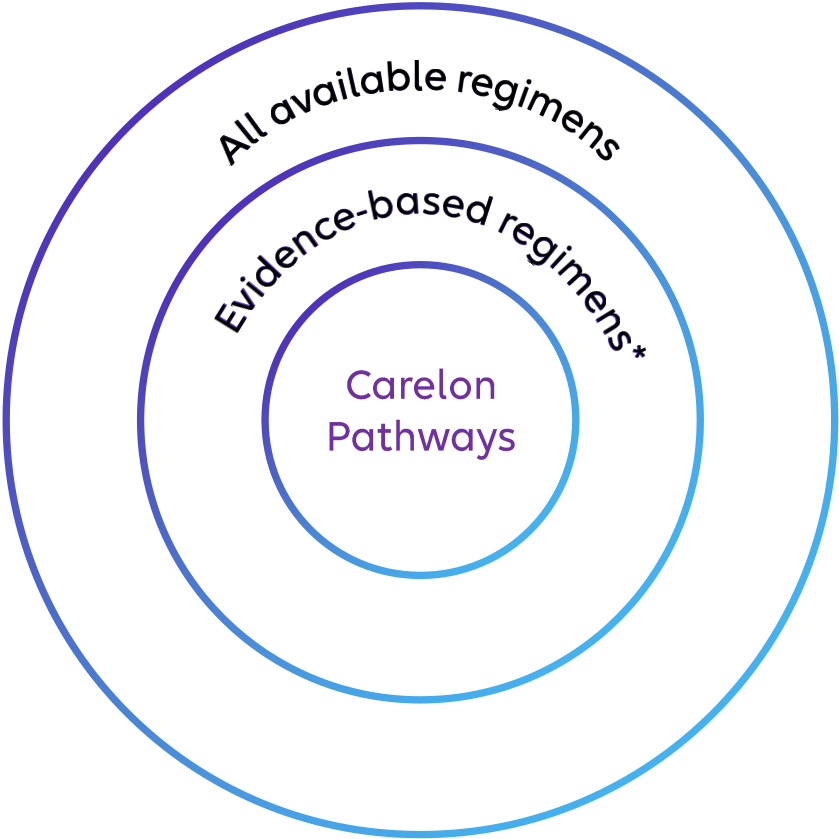
- Drugs not reviewed by Carelon may fall into one of the following categories:

  o Refer to Health Plan - Drug requires review by the Health Plan

  o Refer to PBM - Drug requires review by the PBM

  o Clinical Review Not Required - Drug does not require review by any entity

Our Cancer Treatment Pathways are optimal regimens

All available regimens	①	②	③	④	⑤	⑥	⑦
	⑧	⑨	⑩	⑪	⑫	⑬	⑭
Evidence-based regimens	①	②	⑤	⑥	⑧	⑪	⑫
→ Proven efficacious	①		⑤	⑥	⑧	⑪	⑫
→ Favorable toxicity profile			⑤		⑧	⑪	⑫
→ Favorably priced	①		⑤		⑧	⑪	
AIM Pathways			⑤		⑧	⑪	

*Regimens covered by medical policy

5

Cancer Treatment Pathways cover 95% of spending on cancer drugs

25 Tumor types | **107** Clinical scenarios | **100+** Chemotherapy agents | **300+** Pathways

Cancer type

- Bladder
- Breast - neoadjuvant and adjuvant
- Breast - metastatic
- Breast - endocrine therapy | advanced disease
- Chronic lymphocytic leukemia (CLL) / small lymphocytic lymphoma (SLL)
- Chronic myelogenous leukemia (CML)
- Colon
- Diffuse large B-cell lymphoma

- Esophageal and gastroesophageal
- Head and neck
- Hepatocellular*
- Hepatobiliary*
- Gastric
- Kidney
- Follicular and marginal zone lymphoma (low grade lymphomas)
- Mantle cell lymphoma
- Hodgkin lymphoma

- Non-small cell lung (NSCLC)
- Melanoma
- Multiple myeloma
- Ovarian
- Pancreatic
- Prostate
- Rectal
- Testicular
- Small cell lung
- Uterine

Carelon Medical Benefits Management 2023

*New in 2021

Provider Portal Registration

Note: Carelon Medical Benefits Management maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.

Provider Portal highlights

Provider Portal modules

Start your order request

Check order status

View order history

Provider Management

Manage your user profile

Reference desk
Training/tutorials
Forms
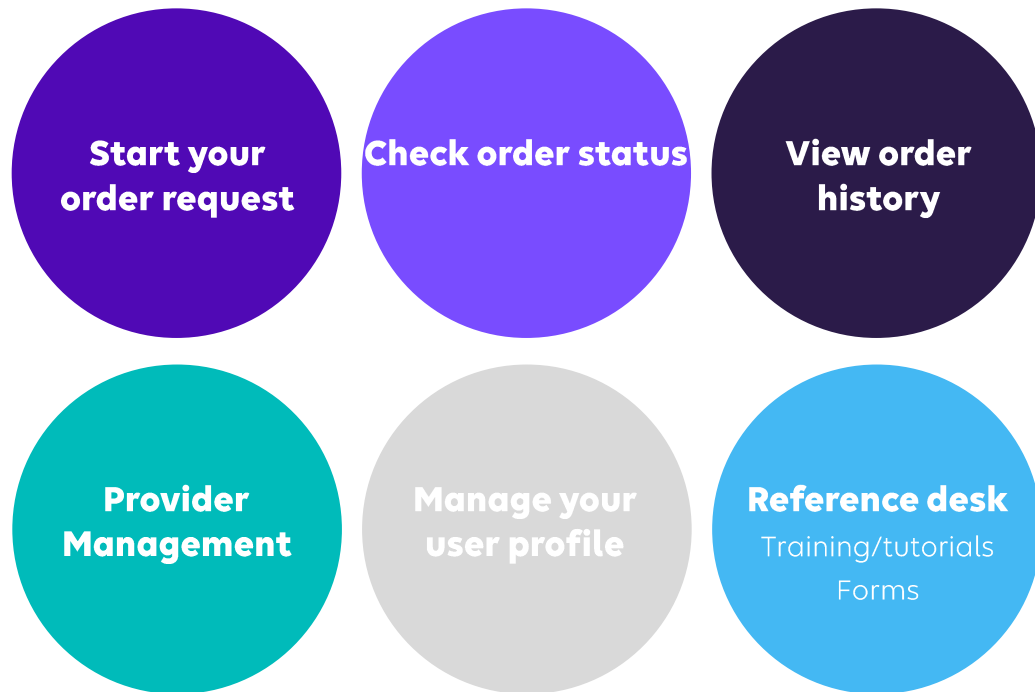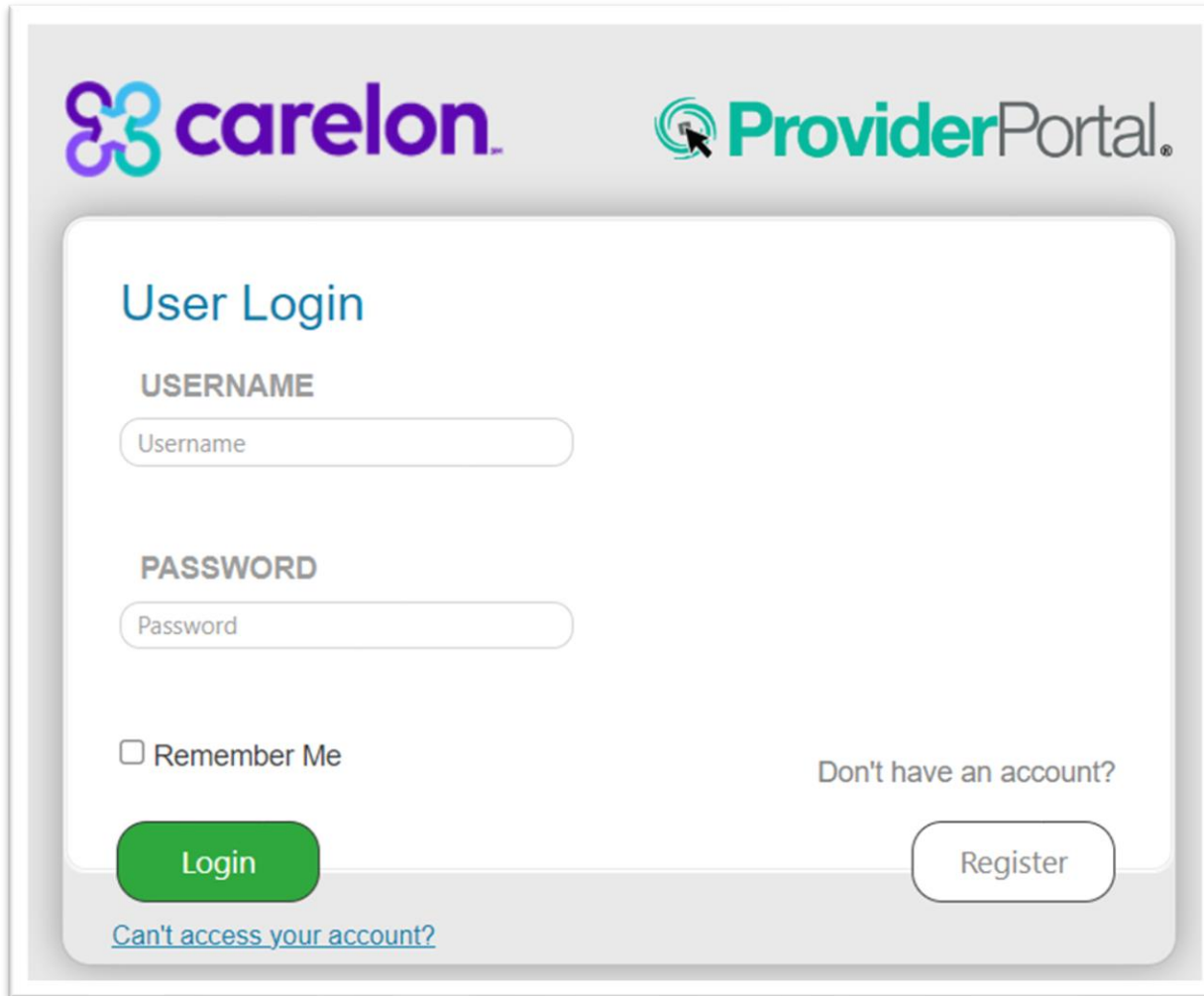
Provider Portal access and registration

- Register at Carelon via www.providerportal.com
- Select your User Role
- Enter Username and Password
- Enter value for unique key (I.e., TIN, NPI)
- Check your inbox for an email from Carelon

Carelon Medical Benefits Management 2023

Provider Portal

If you are registered with the Carelon provider portal, login with your existing account

OR

If you are a new user, click the "**Register**" button to begin your registration process

Provider Portal Registration

If you are registered with the Carelon provider portal, login with you existing account

OR

If you are a new user, click the "**Register**" button to begin your registration process

Provider Portal Registration

Create a Username and Password

Answer the security questions

Provider Portal Registration

3. Application Selection

Select the applications you will need to access.

☑ **Health Plan Utilization Review Programs** ⓘ

Please enter at least one valid Provider Identifier to associate your account with the available Health Plans. You may enter multiple Provider Identifiers. If your Health Plan is not displayed please contact Web Customer Service at 1-800-252-2021.

PROVIDER IDENTIFIER ⓘ

Select ▼

Select
Tax ID (TIN)
Group TIN
NPI
Group NPI
Provider ID

☐ ....pport Program ⓘ

4. ....

☐ I Agree to the Terms of Use

[Next]   [Cancel]

Enter your practice's group identifier (I.e. TIN)

Select the type of ID you will be using to register from the drop down list

Then type the number in the following field

Complete the account verification steps to activate your profile – activation will be completed within one business day

Carelon Medical Benefits Management 2023

Provider Portal
Demonstration of Medical Oncology case entry process

Note: Carelon Medical Benefits Management maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.

Carelon Medical Benefits Management 2023

Provider Portal Home Page

To initiate a prior authorization request:

1. Enter the "**Date of Service**"

2. Provide the following member information:

   • Member First Name

   • Member Last Name

   • Member ID

   • Member DOB

3. Next, chose "**Find this Member**"

You can also:
• Check Order Status
• View Order History
• Manage Your Physician List
• Manage Your User Profile
• Reference Desk

Order Type Selection

Eligible solutions will display for the member and will be selectable

The medical oncology program is called Chemotherapy and Supportive Drugs.

Carelon Medical Benefits Management 2023

Member History

Please verify the list of Order Requests below to ensure you are not entering a duplicate request.

Member History

Order ID	Procedure Description	ICD	Disease	Start Date	End Date	Ordering Provider	Outcome	Summary
Voluntarily Withdrawn	Nivolumab	C43.0	Malignant melanoma of lip	2/21/2022	8/29/2022	SCULLY, THOMAS	Voluntary Cancellation	View
Voluntarily Withdrawn	Ipilimumab	C43.0	Malignant melanoma of lip	2/21/2022	8/29/2022	SCULLY, THOMAS	Voluntary Cancellation	View
Voluntarily Withdrawn	Dexamethasone Sodium Phosphate	C43.0	Malignant melanoma of lip	2/21/2022	8/29/2022	SCULLY, THOMAS	Voluntary Cancellation	View
Voluntarily Withdrawn	AKYNZEO	C50.011	Mal neo nipple&areola,rt fem breast	1/19/2022	5/4/2022	SCULLY, THOMAS	Voluntary Cancellation	View
Voluntarily Withdrawn	Cisplatin	C00.0	Malig neoplasm external upper lip	1/13/2022	3/31/2022	SCULLY, THOMAS	Voluntary Cancellation	View
Voluntarily Withdrawn	Nivolumab	C43.0	Malignant melanoma of lip	12/30/2021	7/7/2022	SCULLY, THOMAS	Voluntary Cancellation	View
Voluntarily Withdrawn	Ipilimumab	C43.0	Malignant melanoma of lip	12/30/2021	7/7/2022	SCULLY, THOMAS	Voluntary Cancellation	View
Voluntarily Withdrawn	Dexamethasone Sodium Phosphate	C43.0	Malignant melanoma of lip	12/30/2021	7/7/2022	SCULLY, THOMAS	Voluntary Cancellation	View
Voluntarily Withdrawn	Nivolumab	C43.0	Malignant melanoma of lip	12/23/2021	6/30/2022	SCULLY, THOMAS	Voluntary Cancellation	View
Voluntarily Withdrawn	Ipilimumab	C43.0	Malignant melanoma of lip	12/23/2021	6/30/2022	SCULLY, THOMAS	Voluntary Cancellation	View

1 2 3 4 5 **DISPLAYING 1–10 OF 58 RESULTS**

Historical order requests will display in the member history

Select "**Next**" to proceed with the order request entry or "**Withdraw the request**" if applicable

Select Ordering Provider

Select the ordering provider by clicking on the physician's name

Ordering providers that are associated with the requesting user's registration will be available for selection

Providers can be added to "**Favorites**" by clicking on the start to the left of the provider's name

Ordering Provider Fax Number

Enter or confirm the fax number to be used when communicating with the ordering provider

Press the "**Save**" button to continue

Verify Dispensing Date

The "**Dispensing Date**" will default to the start date for the treatment; verify and modify as needed

Select the "**Next**" button to continue

Note: If the requested drugs will be procured from an outside pharmaceutical supplier, the user can enter a dispensing date prior to the treatment start date

Select Dispensing/Servicing Provider

Select the **dispensing provider** by clicking on the name from the default list of frequently used providers that displays

You can search for the dispensing provider if they are not listed by selecting the "**Find Dispensing Provider**" **button and completing** a search

Dispensing Provider Place of Service Selection

Select the place of service from the drop-down list

The place of service corresponds to the site where the chemotherapy will be administered

Ordering and Dispensing Provider Summary

The Provider Summary displays the selected dispensing provider for confirmation.

User may update if needed before continuing with the case

Select "**Continue**" to proceed with the case

Carelon Medical Benefits Management 2023

Request Services

ALL drugs being prescribed as part of the care plan should be entered

Search for individual drugs by:

- HCPCs Code (J-Code)
- Generic name
- Brand name

Clicking on the drug name in the results list adds it to the "Selected Drugs" list

Click "**Continue**" to proceed once all drugs have been entered

Request Services | Delete Drugs

Drugs can be removed by clicking the "**Delete**" button located to the right of the drug name or regimen

Note: Clicking "**Delete**" next to the regimen will delete the entire regimen

Carelon Medical Benefits Management 2023

Request Services | Clinical Trial

To Register a Clinical Trail:

- Click "Show" link to expand the field

- Enter NCT Number and click verify

  – Messaging will display if an NCT number is valid or invalid

- If NCT number is not known, select "I don't have the NCT Number" check box

  – User can enter the Face Page URL

Click "**Continue**" to proceed

Request Services | Biosimilars

If a regimen contains drugs with biosimilars, the user will need to specify a biosimilar for each drug using the drop-down boxes

Confirm the selected HCPCS code is correct

Note: Only one Regimen can be requested at a time, however multiple drugs can be entered with or without a Regimen

Carelon Medical Benefits Management 2023

Request Services | Non-Preferred Drugs

If the health plan requires a preferred drug be used, a warning message will display to the user that indicates that additional clinical review will be required for the non-preferred drug

User can continue with the request without updating to the preferred product

Request Services | All drugs requested

After all drugs have been added to the request, verify selections and click "**Continue**"

Clinical Scenario

User will complete clinical scenario information

- All fields on this page are required

- Answers can be selected via the drop-down boxes depending on the tumor type

- User has the option to "**Clear**" a selected answer next to each field or "**Clear All**"

    - Clearing a field will clear answers in the subsequent fields

- Selections on this screen will modify any subsequent biomarker or clinical justification questions asked later in the process

Once all fields have been completed, user can click "**Save & Exit**" or "**Continue**" to proceed

Biomarkers

User will complete Biomarkers and other test results depending on the clinical scenario entered on the request.

- Select "**Unknown**" if biomarker value is unknown or not reported

Once all fields have been completed, user can click "**Save & Exit**" or "**Continue**" to proceed

Performance Status

User will enter performance status

- Select "Unknown" if performance status is unknown

- System defaults to "ECOG Scale"

- "Karnofsky Scale" is available if needed

- System will default to "Lansky Scale" for patients 18 and under

Once all fields have been completed, user can click "**Save & Exit**" or "**Continue**" to proceed

Carelon Medical Benefits Management 2023

Additional Biomarkers – Off Pathway Regimen

User will be prompted to enter additional biomarkers/other test results *if an Off-Pathway regimen is selected*

- Alternative regimens will display based on the additional biomarkers/other test results selected

- Select "Unknown" if Biomarker is unknown

Once all fields have been completed, user can click "**Save & Exit**" or "**Continue**" to proceed

Carelon Medical Benefits Management 2023

Alternative Regimens

Based on patient's diagnosis and biomarker test results, the Alternative Regimens screen displays

- Eligible On-Pathway or Off-Pathway alternative regimens will be provided

- User can select an alternative regimen and click "Update Regimen"

    OR

- User can continue with the current drugs and click "Continue with Current Drug Selection"

Dosing Schedule

Multiple dosing schedules could display, and user can Select, Edit or Create a Dosing Schedule

User is required to enter Height and Weight

- Some drugs have weight-based doses

- System will calculate the flat dose

- Final Dose column will display once height and weight are entered

Dosing Schedule | Create a New Dosing Schedule

User can create a new drug dose if one does not match for the intended drug or regimen

Cycle length, number of cycles, dose, etc. will need to be entered

Select "**Confirm Changes**" once dosing has been entered

Dosing Schedule | Custom Treatment

When a custom treatment is entered on a request:

- System will not identify any specific dosing related to the custom regimen entered

- User will need to enter a new dosing schedule and complete each field

- Custom regimens will display as "Pathway Ineligible"

Select "**Confirm Changes**" once dosing has been entered

Note: Custom treatments may pend for additional clinical review

Regimen | Pathway eligibility

Pathway eligibility displays next to the regimen name

If dosing schedule is correct, click "Select" to continue

Additional Clinical Information

Additional clinical questions may display when requesting supportive drugs

- User should "Confirm" the questions that display and select the appropriate responses

Once all fields have been completed, user can click "Save & Exit" or "Continue" to proceed

Additional Clinical Information

Additional clinical questions may display based on the clinical scenario entered on the request

- User should answer the questions accordingly

Once all questions have been completed, user can click "Save & Exit" or "Continue" to proceed

Carelon Medical Benefits Management 2023

Review and Continue

Messaging regarding the requested drugs will display at the top of the Review & Continue page

User will review a summary of each of the components of the request and can edit each section if needed via the "Edit" button on the right

Review and Continue

User will review a summary of each of the components of the request and can edit each section if needed via the "Edit" button on the right

When all the information is verified, submit the request by clicking the "Submit" button at the bottom of the page

Order request preview

The Order Request Preview allows users to confirm the requested items prior to submission

The "Modify clinical" button can be used to make updates to previously entered information

Select the "Submit This Request" button to complete the order request

Order request preview

The Order Request Preview allows users to confirm the requested items prior to submission

Select the "Submit This Request" button to complete the order request

Attach Clinical Information, *Optional*

Diagnosis: C43.10 Mal melan unsp eyelid,incl canthus

Clinical Information: [-]
Disease: Melanoma
Pathology: Melanoma
Stage: IV
Treatment: Second Line
Performance Status: 0 - Normal Activity (asymptomatic)
Biomarkers: Microsatellite Instability - Not reported;c-kit status - Not reported;NTRK Fusion - Not reported;BRAF status - Unknown;
Justification Questions:
Does the individual have unresectable or metastatic disease?True
Has the individual received prior treatment with another anti-PD-1 or anti-PD-L1 agent?False
Is the individual receiving immunosuppressive drug therapy for an autoimmune disease or chronic condition?False

Drug Justification Questions:

ATTACHMENTS

(LIMIT: 20)

FILENAME	DOCUMENT TYPE	FILE SIZE	STATUS	ACTION
		(Max: 4 MB)		

If you have additional files, attach them now otherwise continue.   **ATTACH FILE**

Clinical information can be reviewed at the bottom of the Preview Summary

Should additional clinical need to be submitted, the **Attach File** option is located at the bottom of the Summary

Press "Attach File" and Browse for the record to attach

Carelon Medical Benefits Management 2023

Additional clinical information screen

Enter Additional Clinical Information Below

Please provide the Assessment and Plan information from the most recent Progress Note or call us before the end of the next business day at 8443771282

First Name

REQUIRED

Last Name

USER   REQUIRED

Phone   **Ext**

(224) 279-5203

Email

REQUIRED

If you have entered "other", "unknown", or "none of these apply" to any of the clinical questions, provide the additional clinical details supporting this request below. Also, provide any additional pertinent information to support a review of this procedure.

Additional clinical information: (Maximum 1800 characters)

REQUIRED

Save   Cancel

If a case does not auto approve, additional information may be included on the Additional clinical information screen

Note: Urgent cases submitted when the Call Center is closed must be indicated as such in the comments section; please also include a contact and phone number should a peer-to-peer be required

Carelon Medical Benefits Management 2023

Order request summary

Requests that meet clinical criteria will be approved upon case submission and will display as "**Authorized**"

Regimens that also satisfy Pathway criteria will receive a Pathway Eligible ID in addition to the Order ID

Requests that may require additional review will display as "**In Progress**"

Requests that included all non-managed drugs (AIM is not delegated to review), the banner will display "**Completed**" and all drug level details will state **AIM Clinical Review not Required**"

Carelon Medical Benefits Management 2023

Order request summary - drug level details

The drug administration information is being displayed for the convenience of the user and has not been independently verified or clinically reviewed. Please note that one or more of these drugs may also require review by a pharmacy benefit manager prior to payment. Please contact the number listed on the back of the member's identification card for more information. Specialty drugs currently not requiring a prior authorization may change to requiring a prior authorization in the future.

Please call [blurred] for all Urgent Requests.

DRUG DETAILS:

ITEM #	HCPCS	DESCRIPTION	REQUEST STATUS
1	J9228	Ipilimumab	Authorized

Dose range:	204.12 mg	Treatments per	
Cycle length:	21 Days	Cycle:	1 visits
Cycles/Duration:	1,2,3,4 cycles/ 84 Days	Total Treatments:	4
Direction:	204.12 mg Day 1 QD Cycles 1,2,3,4	Total Billing Units:	820

ITEM #	HCPCS	DESCRIPTION	REQUEST STATUS
2	J9299	Nivolumab	Authorized

Dose range:	68.04 - 240 mg	Treatments per	
Cycle length:	21 Days	Cycle:	1 visits
Cycles/Duration:	5,6,7,8,9,10 cycles/ 168 Days	Total Treatments:	10
Direction:	240 mg Day 1 QD Cycles 5,6,7,8,9, 10; 68.04 mg Day 1 QD Cycles 1,2,3,4	Total Billing Units:	1716

The Order Request Summary provides detailed drug-level review outcomes

Additional information regarding next steps is provided in the health plan specific disclaimer located above the requested items

Configurable Status Options:
Authorized
Non-Authorized
Refer to Health Plan
Refer to PBM
AIM Clinical Review Not Required

Education and Training Resources

Provider Connections Blog

Provider Connections is our news blog for prior authorization staff to learn about the best ways to use the provider portal, and how to reduce unnecessary calls by using all available features.

Our goal is to provide tips and tricks to make your day easier and more efficient.

This site includes educational resources that will help enhance your knowledge of the portal, along with tips specific to our solutions, such as:

- ***Provider**Portal* updates
- All Solution Tips and Tricks
- Links to quarterly Training Webinars for all solutions

https://providers.carelonmedicalbenefitsmanagement.com/providerconnections/

Training webinars

To help you gain new insights and refresher program information, we're hosting a series of live webinar and Q&A sessions that are designed for providers and office staff who request and/or submit prior authorization.

The live webinar sessions with Q&A will cover topics such as:

- How the program and preauthorization request process work
- Which members and services will require preauthorization
- Demonstration of ProviderPortal and how to enter order requests
- Share additional resources
- Q&A with our Solution leaders
- Share additional resources

We strongly encourage you and your practice to participate, even if you are already familiar with Carelon and the ProviderPortal.

Carelon Medical Benefits Management 2023

Provider Microsites
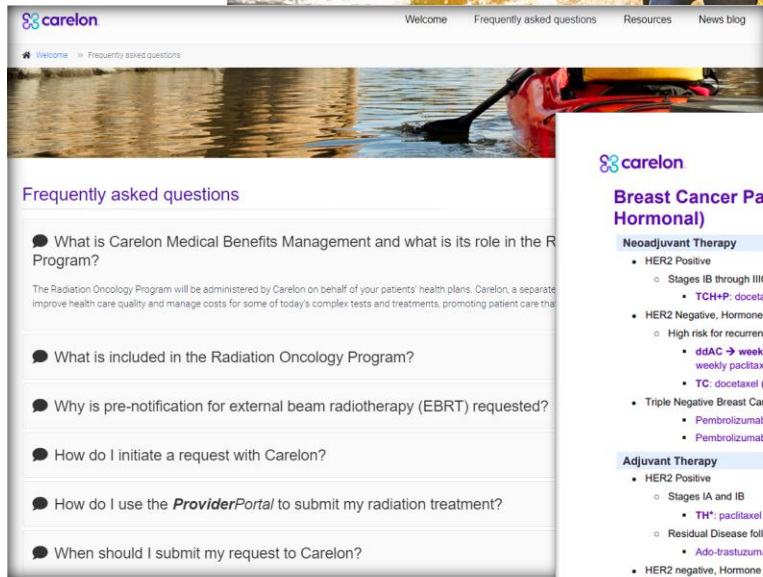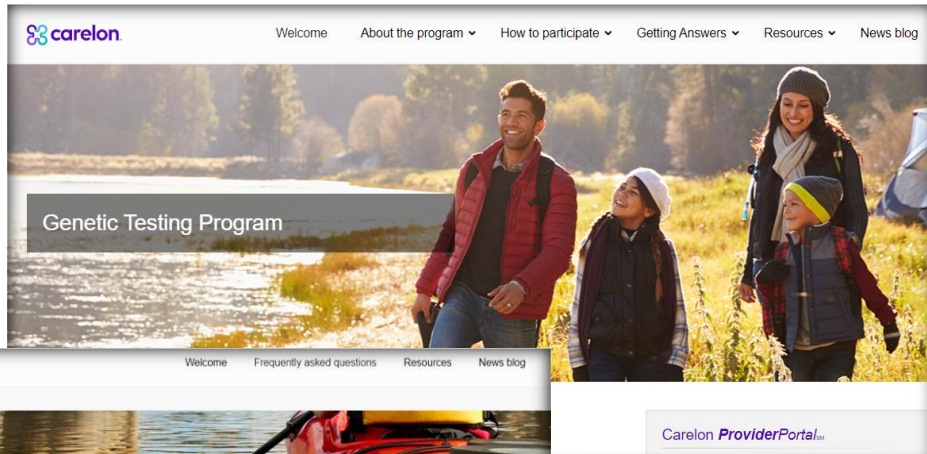
Providers can visit the microsite for:

› Clinical guidelines development process

› How to register on the ProviderPortal

› How to enter an order request

› Order request checklists

› FAQs

Resources available at:

Genetic Testing:
www.carelonproviders.com/genetictesting

Radiation Oncology:
www.carelonproviders.com/radoncology

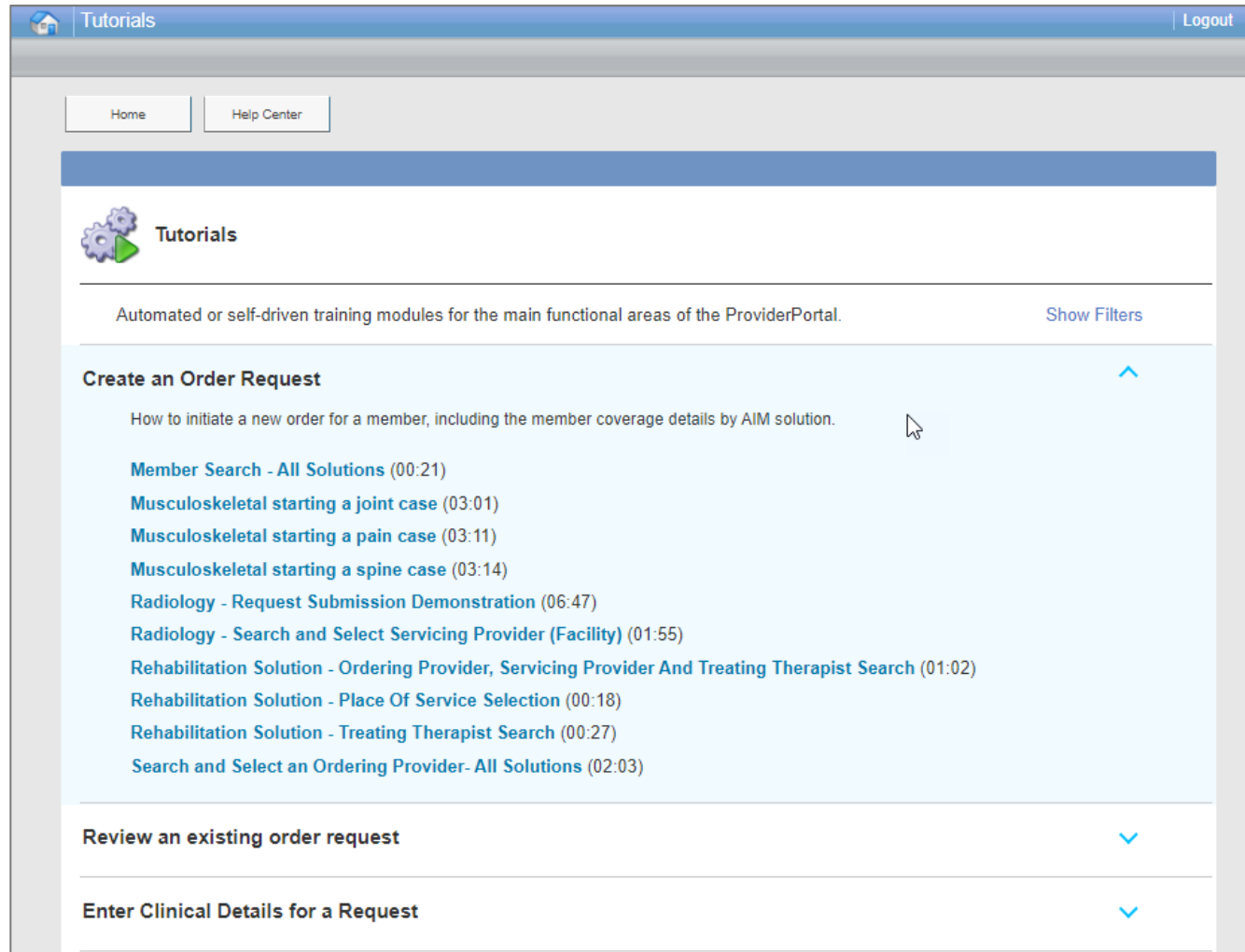**Medical Oncology:**
www.carelonproviders.com/medicaloncology

Help Center

Available in the Help Center

- Training Tutorials

- Cancer Treatment Pathways

- Clinical Guidelines

- CPT Code lookup

Carelon Medical Benefits Management 2023

Training Modules

Automated or self-driven training modules for the main functional areas of the ProviderPortal are available within the Help Center