

## Creating a PCCA Case on the Carelon Provider Portal: Radiation Therapy

This abbreviated guide will explain how to create a post-claim clinical appropriateness (PCCA) case. For detailed instructions, visit the Carelon Specialty Health website to view the **tutorial**.

### Before Initiating a PCCA Case

1. Review patient records to identify if a case was previously submitted to avoid duplicate submissions and possible delays.
2. Review the Sentara Health Plans **managed care drug or CPT code list** to confirm that Carelon authorization is required.
3. Locate the claim number and the date of the claim submission.
4. Identify the required demographic and clinical data to ensure you have all the necessary information to complete the submission via the Carelon Provider Portal.

### PCCA Submission Rules

- program start: date of service (DOS) must be on or after the program start date
- member must be eligible on the DOS
- PCCA review time frame is 3–365 calendar days after the DOS
- applies to commercial, Medicare, and Medicaid plans

### Submitting the PCCA Request

1. Confirm the PCCA review type.
2. Select the ordering provider.
3. The provider validates the PCCA request by entering the claim number (PCCA claim numbers consist of 11-digit alphanumeric values).
4. Search and select the ordering provider.
5. Select the planning start date/simulation date.
6. Select the servicing provider using **one** of the following criteria:
  - facility name
  - group NPI
  - select “Submit a Facility” to enter a provider manually
7. Enter clinical information (you will have the option to enter TNM or staging).
8. You will now see your Request Summary. Select “Continue.”
9. Review the preview of your order and select “Submit This Request” to proceed.
  - Requests that meet clinical criteria will be adjudicated in real time upon case submission.
  - Approved orders will have a status of “Authorized” along with an “Order ID.”
10. Review the request status and authorized CPT codes for the approved service.
  - The order summary outlines the CPT codes authorized as well as the maximum quantities.
11. You can “Print” or “Save to a PDF” to include in the patient’s chart.

For more information, visit [sentarahealthplans.com](https://www.sentarahealthplans.com).