

## OncoHealth to Administer the Oncology Benefits Program

**Update #:** OPSONCH030425

**Effective Date:** 3/4/25

**Applicable Plan(s):** Commercial, Medicare and Medicaid

**Applicable Policy:** N/A

**Business Owner:** Clinical Care Services

**Current State:** Administered by Carelon

**Future State:** OncoHealth will administer Sentara Health Plans' Oncology Benefits Management Program. The program includes support for prior authorization management of Sentara Health Plans' commercial, Medicaid, and Medicare lines of business for members with a cancer diagnosis that requires chemotherapeutic drugs (oral and infusion), symptom management drugs, supportive agents, radiation therapy drugs and molecular genetic testing. Learn more about OncoHealth at [oncohealth.us](https://oncohealth.us).

### Important

- Effective March 4, 2025, providers will need to submit authorization requests for oncology services to OncoHealth.
- To request a review, you must provide OncoHealth with all clinical information requested, which may include but is not limited to pathology reports, initial consultation, laboratory studies, clinical notes, and records.
- Existing approved authorizations are effective until the expiration date.
- New authorization requests must be submitted to OncoHealth for dates of service on or after March 4, 2025.
- Correct taxonomy coding is critical in billing and **must** be included with claims in the correct field(s).
- The suspension of prior authorization requirements for medical oncology and radiation therapy by Sentara Health Plans will end on March 3, 2025. Prior authorizations for members with a cancer diagnosis that requires chemotherapeutic drugs (oral and infusion), CAR-T, pharmacy benefit oncology drugs, radiation therapy, and molecular genetic testing should be submitted to OncoHealth on or after March 4, 2025.

### Training

The OncoHealth provider relations team will offer online training that will provide you with an overview of OncoHealth, how the oncology management program works, and what you, as a provider, can expect from the program. Training is encouraged for hematologists, oncologists, gynecologic oncologists, radiation oncologists, urologists, and other specialists who submit in-scope oncology treatment requests as well as key clinical and administrative decision-makers. Sentara Health Plans training series dates will be held on February 4, February 18, February 25, March 4, and March 11.

### OncoHealth Portal Access

OncoHealth allows dual sign on into their portal, which means you may sign directly into OneUM™ as well as through Availity. The login credentials will be different for each of the pathways. You may also access the portal through the payer space on Availity Essentials.

## Carelon Portal Access

Carelon will allow access to the provider portal to check the status of authorizations submitted prior to January 1, 2025, for an extended period.

## Urgent Requests

OncoHealth processes urgent requests; the usual turn-around time is four and a half hours.

Federal regulations warrant an urgent request if:

- A delay in care could seriously jeopardize the life or health of the patient or the patient's ability to regain maximum function

**and/or**

- A delay in care would subject the member to severe pain that cannot be adequately managed without the care or treatment requested in prior authorization

Requests not meeting one of these conditions for an urgent request should be considered non-urgent. Both urgent and non-urgent requests will be reviewed and completed within current state and federal decision timelines.

The fastest way to receive a determination is to use the OncoHealth digital prior authorization OneUM online platform and upload the necessary medical records at the time of submission. The portal enables the user to mark the case as urgent or standard.

## Provider Support

For questions, please contact OncoHealth provider relations by email at [clientsupport@oncohealth.us](mailto:clientsupport@oncohealth.us) or by calling 1-888-916-2616 ext. 806.

## Member Support

In partnership with Sentara Health Plans, Iris by OncoHealth provides 24/7 oncology-specific support for individuals with cancer and their caregivers. This virtual care service complements existing oncology teams by providing personalized ongoing support between appointments and after-hours. Accessible via the web, smartphone app, or phone and available at no cost to eligible members, Iris provides direct access to oncology-certified providers, helping to improve the well-being of those facing cancer. [Learn more about Iris by OncoHealth.](#)

Iris connects members with licensed oncology experts, including mental health therapists, dietitians, and nurses—who offer personalized care for managing all aspects of their cancer experience. Members can also access local and national supportive resources and an extensive content library.