

OncoHealth to Administer the Oncology Benefits Program

Update #: OPSONCH010125

Effective Date: 1/1/2025

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 (SHP) Oncology Benefits Management Program. The program includes support for prior authorization management of all SHP 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, www.oncohealth.us.

Important

- Effective January 1, 2025, providers will need to submit requests for authorization 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 or after January 1, 2025, dates of service.
- Correct taxonomy coding is critical in billing and MUST be included with claims in the correct field(s).

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 that submit in-scope oncology treatment requests as well as key clinical and administrative decision makers. [Register for the training series on November 12, 2024, through January 28, 2025.](#) Each session begins at 1 p.m.

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 aligns with regulatory requirements and 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 4.5 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 nonurgent. Both urgent and nonurgent 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 to 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 or by calling 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.