

Creating a PCCA Case on the Carelon Provider Portal: Medical Oncology

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.
-The provider validates the PCCA request by entering the claim number (PCCA claim numbers consist of 11-digit alphanumeric values).

All remaining intake steps after this point are the same as a prospective case.

3. Select the dispensing date (DOS).
4. Select the dispensing provider **or** select **Find Dispensing Provider** to search for a different provider.
5. Select the place of service.
6. Enter patient details.
7. Enter drug details.
8. Enter clinical details (note: you will have the option to enter TNM or Staging).
9. Review the selected regimen. Since this is a PCCA request, skip **Consider Alternative Regimens**.
10. Select **Save and Continue**.
11. Enter the **Treatment End Date**.
-The expected end date will be calculated automatically based on the start date, treatment plan, and a three-week cushion. You can use this date or select a different end date.
12. Select **Yes** or **No** if the treatment is part of a clinical trial.
13. Select **Done**.

14. Select **Proceed with request** if you want to continue. There are also options to **Modify Clinical**, **Save and Exit**, or **Delete**.
15. Review your order request.
16. Attach medical records.
17. Submit request.

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