

New Century Health Quick Reference Guide/FAQ

Molina Healthcare of Illinois (Molina) will be delegating medical, radiation oncology, and cardiology Pathway Solutions to New Century Health (NCH) (my.newcenturyhealth.com) beginning on **April 1, 2023**.

Q: What is New Century Health?

A: New Century Health (NCH) is a comprehensive Oncology Quality Management (OQM) company. Its platform optimizes the application of evidence-based medicine to the delivery of ambulatory cancer care, radiation oncology, and cardiology care.

Q: What is the Molina Healthcare Pathway Solutions program?

A: The Pathway Solutions program provides Prior Authorization management for the entire regimen. Oral chemotherapy agents are out of scope for NCH and should continue to be managed through Molina Healthcare. Radiation oncology and cardiology is included in the program. The program emphasizes and supports the selection of preferred pathways for patient care and is administered by New Century Health. Precertification, preauthorization, and notification requirements all refer to the same process of Prior Authorization.

Q: Is this for Molina members in all lines of business?

A: This is for Medicaid and MMP/Duals members 18 years of age and older.

Q: When will the Molina Healthcare Pathway Solutions program begin?

A: April 1, 2023.

Q: What services are in-scope for New Century Health?

A: Included diagnosis codes:

Medical Oncology:

Cancer-related diagnosis for infused, injectable, and oral (when part of an infused regimen) chemotherapy, hormonal therapeutic treatment, supportive agents, and symptom-management medications.

:C00-D09.0, D37.01-D49.9, D61.810, D61.82, D63.0, D64.0-64.81, D70.1, D72.822, D75.81, E34.0

Radiation Oncology Services (same diagnosis range):

- Brachytherapy
- Conformal
- IMRT (Intensity-Modulated Radiation Therapy)
- SBRT (Stereotactic Body Radiation Therapy)
- IGRT (Image-Guided Radiation Therapy)
- 2D, 3D (2- or 3-dimensional)
- SRS (Stereotactic Radiosurgery)
- Radiopharmaceuticals

- Proton and neutron beam therapy

Cardiology Services:

- Non-invasive cardiology
- Non-invasive vascular
- Cardiac cath and interventional cardiology
- Vascular radiology and intervention
- Vascular surgery
- Thoracic surgery
- Cardiac surgery
- Electrophysiology
- Non-invasive cardiology
- Non-invasive vascular
- Cardiac cath and interventional cardiology
- Vascular radiology and intervention
- Vascular surgery
- Thoracic surgery
- Cardiac surgery
- Electrophysiology

Note: Program applies to all specialties participating with Medicaid only. Non-participating providers, please follow your normal process with Molina Healthcare.

Q: Who should obtain Prior Authorization?

A: The physician organization ordering chemotherapeutic drugs, supporting agents, or radiation oncology for the treatment of cancer or related hematologic diseases or cardiology services **must** request Prior Authorization through New Century Health.

Molina’s online tools may help providers determine any PA requirements, including the [Prior Authorization Pre-Service Review Guide](#), the [Prior Authorization Codification List](#) (download), and Molina’s convenient [Prior Authorization LookUp Tool](#).

Q: How do I obtain Prior Authorization?

A: Log into New Century Health’s provider web portal at my.newcenturyhealth.com. Contact New Century Health’s Utilization Management Intake department at **(888) 999-7713**.

- Medical Oncology – option 1
- Radiation Oncology – option 2
- Cardiology – option 3

Monday through Friday from 8 a.m. to 8 p.m. Central Time.

Q: What are some key features of the program?

A: The online provider portal is always available, offering:

- Real-time authorizations for treatment care pathways.
- Reduced documentation requirements.
- View of real-time status of authorization requests.
- Eligibility verification.

- Supportive telephonic authorization staff available at **(888) 999-7713**.
- Quick turnaround time on authorization requests submitted via portal or phone.
- Physician discussions by medical oncologists, radiation oncologists, or cardiologists.
- New Century Health provider representatives available for support.

Q: What is the transition of care process?

A: Authorizations issued by Molina Healthcare **prior to April 1, 2023**, will be effective until the authorization expiration date.

Authorizations issued by Molina Healthcare that **expire on or after April 1, 2023**, must be submitted to New Century Health to obtain a new valid authorization.

Q: Which specialties are included in the Molina Healthcare’s Pathway Solutions program?

A: All medical specialties providing cancer care, radiation oncology, and cardiology services **must** submit Prior Authorizations through New Century Health.

Q: Who at New Century Health will be reviewing chemotherapy and radiation oncology requests?

A: New Century Health Medical Reviewers are licensed medical oncologists, radiation oncologists, and cardiologists who are not incentivized to issue denials; they use nationally recognized clinical guidelines when performing reviews. These guidelines are available at my.newcenturyhealth.com or by contacting New Century Health’s Utilization Management team at **(888) 999-7713**.

If the request does not meet evidence-based treatment guidelines, New Century Health may request additional information or initiate a physician discussion with the requesting provider.

Q: What will the New Century Health authorization look like, and how long is it valid?

A: The NCH authorization will start with “AR” followed by at least four digits (e.g., AR1000). It is valid for the duration indicated on the Medication Request Authorization (MRA), typically 90 days.

Claims submitted to Molina Healthcare may use the New Century Health authorization number or the Molina Healthcare Prior Authorization number provided in the letter from Molina Healthcare. The Molina Healthcare authorization number will begin with “OP” followed by 10 digits.

Q: What place of service does this Prior Authorization review process include?

A: Outpatient setting, which could include the physician’s office, infusion centers, and outpatient hospital locations. Includes inpatient setting for cardiology professional services only.

Q: Where do I obtain a Prior Authorization for pharmacy-dispensed chemotherapeutic agents?

A: Oral chemotherapy agents should be submitted to Molina Healthcare for authorization.

Q: Does a prior authorization guarantee payment?

A: No, a prior authorization does **not** guarantee payment for services. Payment of claims is dependent on eligibility, covered benefits, provider contracts, and correct coding and billing practices. For specific details, please refer to the Molina Healthcare Provider Manual.

Q: **What will happen if the physician does not request and obtain an authorization?**

A: If a required authorization is not obtained, Molina Healthcare may deny payment. Please refer to the Molina Healthcare Provider Manual.

Q: **How can a physician's office request training for this program?**

A: MHIL and NCH will conduct free webinars that are open to all providers. Also, an NCH Provider Network Manager will contact you to schedule an introductory meeting and training. Feel free to contact NCH with any questions at **(888) 999-7713**, option 6, or register online at my.newcenturyhealth.com.

Q: **What if I still have questions?**

A: Contact Molina's [Provider Network Management team](#) at **(855) 866-5462**.