# Medical Oncology Order Request via the Carelon Medical Benefits Management Provider Portal Quick Step Guide

1. Login to www.ProviderPortal.com, if you are a registered user *(or register and then login once account has been verified)*.
2. Enter the treatment "Start Date" on the "Start Your Order Request Here" tab.
3. Select and enter the member's search criteria and click "Find This Member".
4. Select the member by clicking on their underlined name.
5. Select the "Chemotherapy and Supportive Drugs" button and click "Continue".
6. The member history will pull up all previous medical oncology requests for that member. Verify there are no duplicate orders in place for the member and click "Next".
7. Search and select the Ordering Provider by clicking on the hyperlink name.
8. Enter or validate the provider's fax number and click "Save". The fax number will be used for provider communications regarding the order.
9. Enter or validate the medication "Dispensing Date" and click "Next".
10. Search and select the "Dispensing/Servicing Provider" by clicking on the underlined name.
11. Select the "Place of Service". As a reminder, the medical oncology program is for outpatient only treatment.
12. To "Request Services", search by Regimen name or individual drugs by:
    a. HCPCs Code (J-Code)
    b. Generic name
    c. Brand name

Clicking on the drug name in the results list adds it to the "Selected Drugs" list. If a regimen contains drugs with biosimilars, the user will need to specify which biosimilar is being requested by using the drop-down boxes. Once all drugs have been added click "Continue".

To "Register a Clinical Trial", click "Show" to expand the section, then enter the NCT Number. If you don't have the NCT number, select "I don't have NCT Number", then enter the Face Page URL. When your finished click "Continue".

13. Enter details about the patient's clinical scenario by selecting responses for the following:
    a. Tumor Type
    b. ICD-10 Code
    c. Pathology
    d. Stage
    e. Line of Treatment

Once "Tumor Type" is entered, "Tumor Sub-Type" will display, and fields will populate with applicable selections in the drop-down boxes. Once all fields have been completed click "Continue". Note: There is an option to "Clear All" fields or click "Clear" to clear selected answer within a field. This will also clear subsequent fields.

14. Answer any biomarkers questions, if needed. Select “Unknown” if biomarker value is unknown or not reported. Once all fields have been completed, user can click “Save & Exit” or “Continue” to proceed.
15. Enter Performance Status. System defaults to ECOG Scale and Lansky Scale for members under the age of 18. Karnofsky Scale is available. Select “Unknown” if performance status is unknown or not reported. Once all fields have been completed, user can click “Save & Exit” or “Continue” to proceed.
16. Additional biomarkers may be displayed to help the system identify alternative regimens. Select “Unknown” if biomarker value is unknown or not reported. Once all fields have been completed, user can click “Save & Exit” or “Continue” to proceed.
17. Alternative regimens may be displayed based on the clinical scenario entered. User can select an alternative regimen or “Continue with Current Drug Selection”.

    If an alternative regimen is selected, user will update the drugs on the request and can click “Save & Exit” or “Update Regimen” to continue

18. User can Select, Edit or Create a Dosing Schedule. The user is required to enter Height and Weight to calculate the final dose column.

    Note: Some drugs have weight-based doses, and the system will calculate the flat dose.
19. Additional clinical questions may display when requesting supportive drugs. User should “Confirm” the questions that display and select the appropriate responses.
20. Messaging regarding the requested drugs will display at the top of the Review & Continue page. User will review a summary of each of the components of the request and can edit each section if needed via the “Edit” button on the right before submitting.
21. Review the “Order Request Preview” and ensure all the information is correct, click “Submit This Request”.
22. Download a copy of the “Order Summary” via the “Print” or “Save as PDF” buttons