

## Cancer Care Quality Program

# Frequently Asked Questions

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## About the Cancer Care Quality Program

### What is the Cancer Care Quality Program?

The Cancer Care Quality Program (“Program”) is an innovative quality initiative bringing physician practices evidence- based cancer treatment information that will allow you to compare planned cancer treatment regimens against evidence-based clinical criteria. The Program also identifies certain evidence-based Cancer Treatment Pathways; when in-network providers order a treatment regimen that aligns with an identified Pathway.

### How does the Cancer Care Quality Program benefit my practice?

Practices participating in the Program can gain efficiency through:

- Synchronization with health plan Medical Policy and Clinical Guidelines
  - Identification of Pathway regimens that are included in Pathway Program
  - Pathway adherence rate is a quality metric included in our Oncology Medical Home Program

### How will the Program be administered?

The Cancer Care Quality Program will be administered by Carelon Medical Benefits Management on behalf of your patients’ health plans. Participating in the Program is most easily managed using the Carelon provider portal available 24/7, or by calling Carelon directly.

### Are all chemotherapy drugs, including supportive care drugs, managed through the Program?

Providers may enter cancer treatment drugs, including supportive care drugs, into the provider portal. The system will thereafter identify cancer treatment regimens that match the list of drugs which have been entered.

## About Cancer Treatment Pathways

### What do you mean by Cancer Treatment Pathway?

Pathways are widely accepted as a component in managing oncology treatment quality and costs. More specific than guidelines, pathways identify treatments selected based on effectiveness, favorable toxicity profiles, and cost. Over half of practices responding to ASCO’s 2010 National Practice Benchmark report that they regularly use pathways in patient care. Organizations that have implemented pathways have found that survival outcomes are equivalent for patients treated on and off pathway, while treatment costs decrease substantially for patients treated on pathway.

### How are external advisors selected?

Our advisors are selected because of their clinical expertise in cancer care. Of the physicians currently serving as advisors for , some are on the staffs of NCI or NCCN designated cancer centers, including Cleveland Clinic, Columbia, Fred Hutchinson, University of Colorado, and Yale and some are in community practice settings; many serve or have served on national committees for organizations such as NQF, ASCO, FACT, and IOM to improve cancer care.

### Do you have a process to manage conflicts of interest for external advisors?

We are committed to having clinical experts free of commercial bias and conflicts of interest determining which treatment regimens to be included in Pathways. Upon agreeing to serve as an advisor, advisors must sign a formal Agreement that outlines

the responsibilities; including an acknowledgement that the advisor has no conflict of interest. Advisors also agree to notify us immediately of the existence of any conflict of interest. Additionally, advisors must sign a new conflict of interest attestation at least once annually.

### Cancer Treatment Pathways are selected on the basis of:

- Clinical benefit (efficacy)
- Side-effects (toxicity), especially those that lead to hospitalizations or impact quality of life
- Strength of national guideline recommendations
- Cost

Cost is considered only after consideration of all other factors in selecting a therapy as a Cancer Treatment Pathway.

The Cancer Care Quality Program may consider dosage and drug schedules (i.e. the interval between doses) in selection of a Pathway regimen.

### Where can I find a copy of the Cancer Treatment Pathways?

The pathways are posted on [www.cancercarequalityprogram.com](http://www.cancercarequalityprogram.com). On this website you can find information, tools and worksheets to assist you in incorporating the Cancer Care Quality Program into your practice.

### What should I consider when selecting a Pathway?

Selecting a Pathway depends upon a number of factors -the type of cancer, the stage of disease, and the biomarkers or specific genetic profile of the cancer. Within each cancer type, separate Pathways are usually available for early stage and advanced cancer, sub-types of cancer (e.g. HER2 positive) and different lines of therapy.

### What if I am treating a patient for whom a Pathway regimen option is not available?

Cancer Treatment Pathways include multiple regimens for different clinical situations. However, if a Pathway regimen is not available for a particular type of cancer or line of therapy, you can select a different regimen.

### Do Pathways apply to pediatric patients?

The Cancer Care Quality Program only applies to adult oncology patients at this time. However, you are encouraged to enter regimens for all malignancies into the **Provider portal**.

### What happens if I do not select a treatment regimen that is designated as a Cancer Treatment Pathway?

The requested treatment regimen will continue to be reviewed through the usual utilization management review process if UM is required and/or adjudicated according to the member's benefit plan. Please note: Pathway adherence rate is a quality metric included in our Oncology Medical Home Program.

### How often are the Cancer Treatment Pathways updated?

Cancer Treatment Pathways are reviewed at least quarterly or more frequently, as needed.

### Are supportive drugs included in the Pathways?

Supportive care drugs, such as those used to manage side effects of chemotherapy, are not currently included in the Cancer Treatment Pathways. However, the entire cancer treatment drug regimen, including supportive care drugs, should be included in the order request as certain supportive drugs may be included on the list of drugs that require utilization management review against applicable health plan medical policies or clinical guidelines. This list has not changed with the introduction of the Cancer Care Quality Program.

## About pharmacy benefits programs

### What should I do if the drugs I am ordering require prior authorization/precertification under my patients' pharmacy benefits?

Please contact the patient's Pharmacy Benefit Administrator for any necessary Pharmacy Plan authorizations or pre-certifications required.

## About Carelon and the clinical appropriateness review process

### What is Carelon and what is its role in the Cancer Care Quality Program?

The Cancer Care Quality Program will be administered by Carelon on behalf of your patients' health plans. Carelon, a separate company, collaborates with payors to help improve healthcare quality and manage costs for some of today's complex tests and treatments, promoting patient care that's appropriate, safe and affordable.

### How do I participate in the Cancer Care Quality Program through Carelon?

Participating in the Cancer Care Quality Program can be a straightforward process and is most easily managed using the Provider portal. Provider portal allows you to open a new order, update an existing order and retrieve your order summary. As an online application, Provider portal is available 24/7. Your first step is to register your practice in provider portal, if you are not already registered.

## How to access Carelon:

### Online:

Get convenient online service via the provider portal (registration required). Provider portal is available twenty-four hours a day, seven days a week, processing requests in real-time. Go to <https://provider.portal.com> to register. If you have previously registered for other services managed by Carelon (diagnostic imaging, radiation therapy, specialty drugs), there is no need to register again.

### By phone:

Call Carelon toll-free at the following phone numbers and times:

### Carelon Contact Center Information | Commercial members

State	Carelon Contact Center Phone	Carelon Contact Center Hours Monday-Friday
California	877-291-0360	7:00 am - 5:00 pm (PT)
Colorado	877-291-0366	8:00 am - 6:00 pm (MT)
Connecticut	866-714-1107	8:00 am - 5:00 pm (ET)
Georgia	800-554-0580	8:00 am - 6:00 pm (ET)
Indiana	877-430-2288	8:30 am - 7:00 pm (ET)
Kentucky	877-430-2288	8:30 am - 7:00 pm (ET)
Maine	866-714-1107	8:00 am - 5:00 pm (ET)
Missouri	877-430-2288	8:00 am - 6:00 pm (ET)
Nevada	877-291-0366	7:00 am - 5:00 pm (MT)
New Hampshire	866-714-1107	8:00 am - 5:00 pm (ET)
New York	877-291-0360	7:00 am - 5:00 pm (ET)
Ohio	877-430-2288	7:00 am - 7:00 pm (ET)
Virginia	866-789-0158	8:00 am - 5:00 pm (ET)
Wisconsin	877-430-2288	7:00 am - 7:00 pm (CT)

## Carelon Contact Center Information | Medicare members

State	Carelon Contact Center Phone	Carelon Contact Center Hours Monday–Friday
Anthem BC CA Med Adv	(833) 404-1684	5:00 am - 5:00 pm (PT)
Anthem BCBS CO Med Adv	(833) 342-1256	6:00 am - 6:00 pm (MT)
Anthem BCBS CT Med Adv	(833) 305-1811	8:00 am - 8:00 pm (ET)
Anthem BCBS GA Med Adv	(833) 404-1681	8:00 am - 8:00 pm (ET)
Anthem BCBS IN Med Adv	(833) 342-1252	8:00 am - 8:00 pm (ET)
Anthem BCBS KY Med Adv	(833) 404-1677	8:00 am - 8:00 pm (ET)
Anthem BCBS ME Med Adv	(833) 775-1954	8:00 am - 8:00 pm (ET)
Anthem BCBS MO Med Adv	(833) 775-1956	8:00 am - 8:00 pm (ET)
Anthem BCBS NH Med Adv	(833) 342-1261	8:00 am - 8:00 pm (ET)
Amerigroup NJ	(833) 419-2146	8:00 am - 8:00 pm (ET)
Amerigroup NM	(833) 775-1962	6:00 am - 6:00 pm (MT)
Empire BCBS MA (NY)	(866) 745-1784	8:00 am - 8:00 pm (ET)
Anthem BCBS OH Med Adv	(833) 419-2143	8:00 am - 8:00 pm (ET)
Blue Medicare Advantage (PA)	(844) 767-8157	8:00 am - 8:00 pm (ET)
Amerigroup TX	(833) 305-1809	7:00 am - 7:00 pm (CT)
Anthem BCBS VA Med Adv	(888) 240-5058	8:00 am - 5:00 pm (ET)
Amerigroup WA	(833) 342-1258	5:00 am - 5:00 pm (PT)
Anthem BCBS WI Med Adv	(833) 775-1959	7:00 am - 7:00 pm (CT)

### How do I use the provider portal to submit my cancer treatment?

A step-by-step tutorial on using the Provider portal to submit your regimen can be accessed online by going to [www.cancercarequalityprogram.com](http://www.cancercarequalityprogram.com).

### Once I have submitted a request, how long will it take to receive a response from Carelon?

Requests that meet criteria receive a response instantly on screen in the Provider portal or on the phone with the Carelon contact center.

### What happens if I do not call Carelon or enter information through the *Provider portal*?

If you call the health plan directly, you will be directed to use the Provider portal or call the Carelon contact center. In addition, if any oncology drugs are subject to health plan Medical Policy or Clinical Guidelines and have not been reviewed prospectively, they may be subject to post-service review.

### What if I need a longer treatment period than is indicated in the Cancer Treatment Pathway?

The Cancer Treatment Pathway reflects an expected duration of treatment. For a regimen (e.g., adjuvant therapy) of fixed duration, the Pathway determination is for the duration of all planned cycles of chemotherapy. For a treatment regimen that is indefinite (e.g., planned until disease progression), the Pathway determination is for 6 months. If treatment continues beyond 6 months, please submit a new treatment regimen request to Carelon. Most users will find the most efficient way to track the Pathway time period is to save the summary page that you receive from the Provider portal after completing your initial order in your patients' charts so that the information to report continuation of treatment is easily available.