

# Frequently Asked Questions

---

## About the FHCP Medical Oncology Program

### What is the FHCP Medical Oncology Program?

Carelon Medical Benefits Management and Florida Health Care Plan (FHCP) recognize the key role that medical oncology practices play in the delivery of quality cancer care. Together, we are implementing the FHCP Medical Oncology Program – a value-based program to help you improve outcomes while managing the cost of cancer care.

### How does the program benefit my practice?

The program supports oncology practices in significant ways:

- *Synchronization with health plan medical policy*

All prescribed regimen are reviewed in real time for benefit coverage under FHCP medical policy.

- *Increased efficiency*

Practices participating in the FHCP Medical Oncology Program can gain efficiency through 24/7 online access to the Carelon **ProviderPortal**<sup>SM</sup>, a proven technology platform to process your requests for regimen reviews in real time.

Or, you may call our contact center to initiate a review.

- *Actionable information*

When your practice prescribes a cancer treatment regimen for a patient covered by FHCP and submits it to Carelon for review, the prescribed regimen is compared against a comprehensive database of current, evidence-based Carelon Cancer Treatment Pathways (Pathways). If the planned regimen is not aligned with a Carelon Pathway, information on evidence-based alternatives may be presented for your review.

### How will the program be administered?

The FHCP Medical Oncology Program is administered by Carelon. Carelon collaborates with payers to help improve health care quality and manage costs for some of today's most complex tests and treatments. Participating in the program is most easily managed using the **ProviderPortal**, available 24/7, or by calling the Carelon contact center directly.

Carelon contact center toll-free phone number: 844-423-0881

Hours: 8:00 am - 6:00 pm ET, Monday – Friday

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

Yes. Some drugs may require additional review by FHCP or the plan's pharmacy benefits manager - in which case you'll be advised when registering your order request. You can find a list of managed drugs requirements on [www.fhcp.com/for-providers](http://www.fhcp.com/for-providers).

When registering an order request with Carelon, a provider should provide a patient's complete regimen, including cancer treatment and supportive drugs, in order to ensure review of all drugs that are subject to utilization management. Providers may enter cancer treatment drugs, including supportive care drugs, into the **ProviderPortal**. The system will thereafter identify cancer treatment regimens that match the list of drugs which have been entered.

## What happens if I do not have orders reviewed by Carelon?

Payment for drugs subject to FHCP medical policy and not reviewed prospectively may be denied.

## Who do I contact if I need more information?

For more information, please visit [here](#) or [email](#) us.

