

Past Medical Oncology Program Announcements

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Scheduled peer-to-peer discussions now available for medical oncology

As of July 10, 2023, our medical oncology program offers scheduled peer-to-peer discussions for requests that do not meet medical necessity criteria. This will ensure a more efficient review of your request and decrease ordering physicians' hold times to speak with a Carelon physician reviewer.

When a request cannot be approved immediately, the ordering physician or their clinical representative has the option to discuss the case with a Carelon medical oncologist. A peer-to-peer discussion is always offered before any adverse determination is made, but a peer-to-peer discussion can also take place after an adverse determination.

To schedule a peer-to-peer discussion, call the Carelon contact center and inform the representative you would like to schedule a medical oncology peer-to-peer discussion during Carelon business hours. Any individual that is a representative of the ordering physician may schedule a peer-to-peer on behalf of the physician.

Scheduled Medical Oncology Program Enhancements

This spring 2023, Carelon began rolling out an advanced clinical engine for our Medical Oncology providers that will enhance the provider experience and enable future reporting opportunities.

The clinical engine enhancements, which will continue through the beginning of 2024, will result in a more user-friendly case intake process for portal users. Providers can submit requests via the provider portal while the changes are being made. However, you may notice that the clinical intake screens look and function differently.

A few of the enhancements we're implementing include:

- Improved look and feel of the case entry screens
- Removal of unnecessary biomarker questions for specific cancer types
- Available Pathway regimens will be shown earlier in the request process
- Revised drug dosing screens for inputting cycle ranges and days of administration

Learning resources

There are several ways you can learn about the updated authorization request process for Medical Oncology requests.

These include:

- Case entry tutorial video – A recorded demonstration of the case entry process is available in the Tutorials section under the provider portal Help Desk (requires portal log in).

- Provider training sessions – An overview of the case entry process will be covered and more. Providers can register on the [Provider Connections blog training page](#).
- Contact us – If you have questions about our provider portal or the case entry process, you can connect with our Medical Oncology team at MedicalOncologySolution@carelon.com.