

Optum Cancer Guidance Program Frequently Asked Questions

The Optum® Cancer Guidance Program processes authorization requests for injectable chemotherapy, cancer-supportive drugs and therapeutic radiopharmaceuticals.

Examples of injectable chemotherapy:

- IV chemotherapy (e.g., CARBOPLATIN, FLOUROURACIL, DOCETAXEL, RITUXIMAB)
- IM/SC cancer medications (e.g., LEUPROLIDE, AZACITIDINE, RITUXAN HYCELA)
- Intravesical chemotherapy (e.g., BCG, MITOMYCIN)
- Chemotherapy (e.g., IT METHOTREXATE)
- Intralesional chemotherapy (e.g., FLOUROURACIL for skin cancers)

Examples of cancer-supportive drugs:

- Growth factors (e.g., RETACRIT, GRANIX, NEULASTA, NEUPOGEN)
- DENOSUMAB
- ZOLEDRONIC ACID

Examples of therapeutic radiopharmaceuticals:

- I-131
- YTTRIUM-90
- DEB-TACE, TACE

If needed for reference, view Cancer Guidance Program authorization approvals and denials in Maestro (for customer service representatives) or ICUE (for care team members). **Please note: There is a 24-hour lag for the authorization information received from Optum to be loaded.**

Provider

Q: What is the turnaround time for an authorization request for <injectable chemotherapy OR cancer-supportive drugs OR therapeutic radiopharmaceuticals>?

A: When submitting an authorization request for this type of care, many of the drug regimen options shown to you in the Optum Cancer Guidance Program's MBMNow system are eligible for auto-approval. You should see an immediate approval confirmation message on-screen when you submit a request for one of these drug regimens. If you choose a regimen that is not eligible for auto-approval, or if you create a custom drug regimen, the request will be reviewed by an Optum clinician. All standard requests will be determined in 72 hours. All expedited requests will be determined in 24 hours, per Medicare rules.

Q: I did not receive an authorization <approval letter OR denial letter>. Can you fax this information to me?

A: This notice is created and sent by Optum. To request a copy, please call Optum at 1-888-832-0972, Monday through Friday, from 7 a.m. to 7 p.m.

You can also check the status of an authorization request in MBMNow. After logging in to your account, click the link for the authorization request on your dashboard screen. It will display details about the authorization request, including the status of your case.

Q: How do I get assistance entering an authorization request in MBMNow?

A: A representative from the Optum Cancer Guidance Program will be able to help you. Please call 1-888-397-8129, Monday through Friday, from 7 a.m. to 7 p.m.

Q: Can I add an antiemetic to my authorization request for chemotherapy?

A: Starting Jan. 1, 2024, you can add an antiemetic to your chemotherapy authorization request through MBMNow for treatment regimens with a moderate or high emetic risk. You can determine a regimen's emetic risk level by clicking the triangle symbol to the left of the regimen name. If the risk level is moderate or high, this will be indicated in the regimen details, and a question will appear asking if you would like to add an antiemetic supportive drug to your authorization request.

Q: Why was my authorization request for <injectable chemotherapy OR cancer-supportive drugs OR therapeutic radiopharmaceuticals> denied?

A: The letter you received indicating your request was denied included information that explained the denial. If you would like to discuss the denial, a peer-to-peer review may be available for cases where one has not already occurred.

To request a review, call the OptumHealth Care Solutions Peer to Peer Support Team at 1-800-945-0118, Monday through Friday, from 7 a.m. to 7 p.m. You must call the support team within 14 calendar days of the decision to request a review. After 14 days, you will be directed to file an appeal instead.

Q: Can you answer a question about an approved authorization request for <injectable chemotherapy OR cancer-supportive drugs OR therapeutic radiopharmaceuticals>?

A: A representative from the Optum Cancer Guidance Program can help you. Please call Optum at 1-888-832-0972, Monday through Friday, from 7 a.m. to 7 p.m.

Q: Why has my authorization request for <injectable chemotherapy OR cancer-supportive drugs OR therapeutic radiopharmaceuticals> not yet been approved?

A: Some authorization requests are auto-approved by the Cancer Guidance Program. When you submitted your request, if you did not see a message in the MBMNow platform indicating that it was approved, it means you either selected or created a drug regimen that requires review by an Optum Cancer Guidance Program clinician.

Optum clinicians review submitted authorization requests seven days a week, from 7 a.m. to 8 p.m. You can review the status of your submitted authorization requests on the dashboard screen of your MBMNow account. You may also call Optum at 1-888-832-0972, Monday through Friday, from 7 a.m. to 7 p.m. for more information about the status of a request.

Q: How do I submit an authorization request for <injectable chemotherapy OR cancer-supportive drugs OR therapeutic radiopharmaceuticals>?

A: Requests for this type of care for Peoples Health patients are handled through the Optum Cancer Guidance Program. You can submit an authorization request through its MBMNow platform at mbm.linkplatform.com/home. Select the **One Healthcare ID** sign-in option.

Network providers:

If you do not have an MBMNow account, you can create one through the website. If you already have an MBMNow login for another health plan, it will work for Peoples Health patients.

Out-of-network providers:

When you begin your first authorization request for a Peoples Health patient through MBMNow, a message will display indicating that you are an out-of-network provider. You will be prompted to call the Optum Cancer Guidance Program and request user access for Peoples Health patients.

The program will contact Peoples Health to determine whether system access is appropriate. If Peoples Health approves your access request, a representative from the Cancer Guidance Program will call to let you know and help you complete your authorization request.

Q: I submitted a request to Peoples Health for <injectable chemotherapy OR cancer-supportive drugs OR therapeutic radiopharmaceuticals> instead of to the Optum Cancer Guidance Program. Will my request still be processed?

A: If Peoples Health receives an authorization request for care or services that should be reviewed through the Optum Cancer Guidance Program authorization process, we will forward the request to Optum.

Q: How do I appeal a request that the Cancer Guidance Program denied for <injectable chemotherapy OR cancer-supportive drugs OR therapeutic radiopharmaceuticals>?

A: You may submit an appeal to Peoples Health by fax or mail. *Provide contact information from the chart below, based on the member's plan and the appeal time frame.*

Plan Name	Mailing Address	Fax Number
Peoples Health Secure Complete (HMO-POS)	Appeals and Grievance Department P.O. Box 6103	Standard appeals: 1-844-226-0356
Peoples Health Secure Health (HMO-POS)	MS CA124-0187 Cypress, CA 90630	Expedited appeals: 1-866-373-1081
Peoples Health Group Medicare (HMO-POS) for City of Kenner	Appeals and Grievance Department P.O. Box 6106 MS CA124-0157 Cypress, CA 90630-0016	Standard appeals: 1-888-517-7113 Expedited appeals: 1-866-373-1081

All other plans	Appeals and Grievance Department P.O. Box 6103 MS CA124-0157 Cypress, CA 90630-0023	All appeals: 1-844-226-0356
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Q: How do I change the details for an authorization request I submitted to the Optum Cancer Guidance Program?

If a provider:

- *Wants to cancel the request*
- *Made an error when entering details of the request*
- *Wants to change the start date of the request to a future date*

Call Optum and ask for the request to be canceled, then submit a new request through MBMNow. Contact Optum at 1-888-832-0972, Monday through Friday, from 7 a.m. to 7 p.m.

If a provider wants to change the start date of the request to an earlier date (back-date the request): Call Optum to ask for your request to be back-dated. Optum will review the back-dating request and, if approved, update your authorization request. Contact Optum at 1-888-832-0972, Monday through Friday, from 7 a.m. to 7 p.m.

If a provider wants to:

- *Change the therapy*
- *Continue the therapy past the original authorization end date*
- *Add an additional drug to the request*

You must submit a new authorization request to Optum through MBMNow to cancel the original request.

Member

Q: My doctor submitted a request to you for <injectable chemotherapy OR cancer-supportive drugs OR therapeutic radiopharmaceuticals>. <When will a decision be made? OR Can you let me know the status of my doctor’s request?>

A: *Refer to ICUE for information about the dates and drug regimens associated with submitted authorization requests. For customer service representatives, this information is also available in Maestro.*

If the member requires more detail than what is available in our systems, the member may call Optum at 1-888-832-0972, Monday through Friday, from 7 a.m. to 7 p.m.