



September 8, 2023

Dear Provider,

Ambetter from Silver Summit Health Plan is pleased to announce its collaboration with New Century Health (NCH), an oncology quality management company, to implement a new prior authorization program. The program will simplify the administrative process for providers to support the effective delivery of quality patient care.

Beginning November 1, 2023, oncology-related infused and oral chemotherapeutic drugs/ supportive agents/symptom management medications, and radiation oncology will require a prior authorization from NCH before being administered in either the provider's office, outpatient hospital, ambulatory setting, or infusion center. Treatment plans will be reviewed as a whole using nationally recognized evidence-based guidelines.

This prior authorization requirement applies to both pharmacy dispensed, and office administered medication requests for your Ambetter from Silver Summit Health Plan members 18 years of age and older.

We hope you will find value in the following changes coming with the NCH partnership:

- Real-time authorizations issued for approvable treatment plans submitted via the NCH's on-line portal <https://my.newcenturyhealth.com>
- Ability to confirm member eligibility through the NCH's portal prior to entering a treatment plan
- Oncologists on staff to answer your questions
- Telephonic Intake available for submitting treatment plans, if needed
- Dedicated NCH Provider Solutions Manager to use as a direct point-of-contact for any issues or questions

Authorizations issued by Ambetter from Silver Summit Health Plan before November 1, 2023, are effective until the authorization end date. Upon expiration, authorization requests must be submitted to NCH. If continued authorization is not obtained from NCH, affected claims may be denied. For services/treatment that did not require an authorization prior to November 1, 2023, an authorization will be required from NCH for service/treatment dates on and after November 1, 2023.

A Provider Solutions Manager will contact you soon to schedule an introductory meeting and training. Should you have any questions prior to the introductory meeting, please contact NCH at 1-888-999-7713, Option 6 or send an email to providertraining@newcenturyhealth.com.

We look forward to offering you this program and hope that it will enhance your experience with your oncology service authorizations.

Sincerely,

Ambetter from SilverSummit Healthplan