



# Medical Oncology Preauthorization: Carelon FAQs

SelectHealth partners with Carelon Medical Benefits Management (formerly AIM) to manage preauthorization requests for **intravenous and injectable medical oncology services** for commercial, Medicare, Medicaid, and Children's Health Insurance Program (CHIP) plans. All regimens, including oral and intravenous or injectable chemotherapy or immunotherapy, must be submitted to Carelon for pathways adherence.



## WHAT DOES THIS MEAN FOR MY PRACTICE?

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

You will need to use Carelon to obtain preauthorization for intravenous and injectable medical oncology services.

Categories of intravenous and injectable oncology drugs that may require preauthorization include:

- > Chemotherapy
- > Immunotherapy
- > Supportive drugs

**NOTE:** SelectHealth will continue to manage preauthorization requests for oral oncology drugs. Continue to submit these requests via [PromptPA](#).

This approach helps ensure that care aligns with established evidence-based medicine. In collaboration with providers, the Carelon medical oncology program will improve members' access to quality care while reducing costs associated with unnecessary or inappropriate treatment.

## HOW QUICKLY WILL PREAUTHORIZATION REVIEW AND APPROVAL HAPPEN?

Requests that meet criteria receive an immediate response in the [Carelon ProviderPortal<sup>SM</sup>](#) or on the phone with the Carelon contact center (see below).

If a request cannot be approved immediately, the request is transferred to an oncology nurse for further review. The ordering provider has an opportunity to discuss the pending case with an Carelon physician reviewer in a peer-to-peer review. No adverse determination is made until the case has been reviewed by an Carelon oncologist.

## HOW DO I START USING CARELON?

Use the following methods to contact Carelon for services:

- > Online 24/7 via the [Carelon ProviderPortal<sup>SM</sup>](#). This fully interactive resource processes requests in real time against clinical criteria.
- > By phone at **844-377-1281** (8:00 am–5:00 pm MT).

To learn about the [Carelon ProviderPortal<sup>SM</sup>](#), including the clinical appropriateness review process and features, tutorials and FAQs, pathways, and worksheets to help you gather information needed for review requests, visit [Medical Oncology Program for SelectHealth Providers](#).