

# 1199SEIU Benefit Funds

## Medical Oncology Outpatient Clinical Drug Trials

### Frequently Asked Questions

#### What is eviCore healthcare’s medical oncology outpatient clinical drug trials program?

On January 1, 2023, eviCore healthcare (eviCore) began accepting prior authorization requests for pediatric and adult patients enrolling in medical oncology outpatient clinical trials. With this change, you will be required to request precertification from eviCore for outpatient pediatric and adult medical oncology clinical trials.

#### Which members are included in eviCore management of medical oncology outpatient clinical drug trials prior authorization?

eviCore is managing medical oncology outpatient clinical drug trial prior authorizations for all 1199SEIU Benefit Fund members, including both pediatric and adult patients.

#### How do I request a prior authorization through eviCore?

Providers and/or staff can request prior authorization in one of the following ways:

##### Web Portal (preferred)

The eviCore portal is the quickest, most efficient way to request prior authorization and is available 24/7. Providers can request authorization by visiting [www.evicore.com](http://www.evicore.com).

##### Call Center

eviCore’s call center is open from 7 a.m. to 7 p.m. local time. Providers and/or staff can request prior authorization and make revisions to existing cases by calling **(888) 910-1199**.

#### After I submit my request when and how will I receive the determination?

After **all** clinical information is received, a decision is made within two to three business days for standard (non- urgent) requests. For urgent requests, a decision is made within 72 hours. You will be notified via fax.

#### How do I tell eviCore that my medical oncology prior authorization request is associated with a patient enrolled in a medical oncology treatment clinical trial?

During the medical oncology prior authorization request, you will have the opportunity to tell eviCore that your patient is receiving their medical oncology treatment as part of a medical oncology clinical trial. If the patient is not receiving at least one standard of care oncology drug that is subject to prior authorization the request will be cancelled and you will receive written notification.

For web-submitted cases, select the clinical trial checkbox shown in the following screen capture:



The screenshot shows the eviCore healthcare web portal interface. At the top, there is a navigation menu with the following items: Home, Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted in yellow), Certification Requests In Progress, MSM Practitioner Perf. Summary Portal, and Help / Contact Us. Below the navigation menu, the date and time are displayed as "Thursday, February 13, 2020 1:21 PM". The main content area is titled "Proceed to Clinical Information" and contains a section with the heading "Please select all of the following that apply:". There are four checkboxes: "The patient is participating in a clinical trial that includes cancer treatment drugs" (checked), "The treatment will be administered inpatient", "This request is for a Stem Cell Transplant conditioning regimen", and "The requested drug is being used to treat a condition other than cancer" (unchecked). There are also two checkboxes: "CAR-T Therapy" (unchecked) and "None of the above" (unchecked). A "SUBMIT" button is located at the bottom left of the form.



For phone-submitted cases, the eviCore intake associate will ask if your patient is receiving their treatment as part of a medical oncology clinical trial.

**How do I identify the clinical trial that my patient is enrolled in during the prior authorization process?**

eviCore will ask for the clinical trial ID, which will be used to search our database. If the trial is found, we will show the clinical trial name associated with the ID. We will ask you to confirm that this is the correct trial for your patient. If the trial is not found, we will still allow you to proceed by asking you to specify the clinical trial without the search tool.

**What if my patient is not expected to receive at least one standard-of-care oncology drug that is subject to prior authorization or at least one investigational drug?**

The eviCore medical oncology clinical trial program issues authorizations for the standard-of-care drugs included in a clinical trial. If there are no standard-of-care drugs, then an approval would be communicated for the investigational drug(s). You may be required to obtain prior authorization for other healthcare services related to the clinical trial. Please call the 1199SEIU Benefit Funds at the phone number on the back of the patient’s insurance card for further assistance.

**How should I request prior authorization for radiology services that are part of clinical trial?**

Please submit separate authorization request(s) for radiologic imaging and other healthcare services. During the radiology prior authorization request process, eviCore will ask if this service is associated with a medical oncology clinical trial. Select yes, and your case will be routed for review.

**Do medical oncology services performed in an inpatient setting at a hospital or emergency room setting require prior authorization?**

No. Medical oncology services ordered through an emergency room treatment visit, while in an observation unit, or during an inpatient stay do not require prior authorization.

**Will clinical trial include Car-T therapy?**

No, the oncology clinical trials will not include Car-T therapy.

**What is the most effective way to receive authorization for urgent requests?**

Clinical trial authorizations are generally not considered urgent. Urgent requests are defined as a condition that is a risk to the patient’s health or ability to regain maximum function and/or a situation in which the patient is experiencing severe pain that requires a medically urgent procedure. Urgent requests may be initiated on our web portal at [www.evicore.com](http://www.evicore.com) or by calling (888) 910-1999. Urgent requests will be processed within 24 hours from the receipt of complete clinical information.

**Note:** Please select “urgent” for those cases that are truly urgent. If a request is selected as urgent but does not meet guidelines to be considered urgent, the case may be reassigned as a routine/standard request.

**Will eviCore provide information on available clinical drug trials?**

eviCore searches the Clinicaltrial.gov oncology clinical trial database during the prior authorization process to help identify potential clinical trial matches for patients not already participating in a clinical trial.

**How do I submit questions or concerns regarding this program?**

For program related questions or concerns, please email: [ClientServices@evicore.com](mailto:ClientServices@evicore.com)

**Whom do I contact for online support/questions?**

For web portal inquiries and online support, please email [Portal.Support@evicore.com](mailto:Portal.Support@evicore.com) or call 800-646-0418 (option 2).

**Where can I find additional educational materials?**

For more information please visit our implementation resource page.