

Humana oncology therapy benefit management: radiation therapy/radiotherapy

Consult

Today's physicians use powerful tools for diagnosing disease. With technologies evolving constantly, Humana's oncology therapy benefit management services help physicians obtain prompt access to:

- **Radiation Therapy/Radiotherapy –**
 - ▶ Conventional and conformal radiotherapy (2D/3D)
 - ▶ Intensity-modulated radiotherapy (IMRT)
 - ▶ Brachytherapy
 - ▶ Neutron therapy
 - ▶ Proton beam therapy
 - ▶ Stereotactic radiosurgery/stereotactic body radiation therapy (SRS/SBRT)

Consult: Collaborative benefit management

HealthHelp takes a consultative approach to benefit management for radiation therapy/radiotherapy and gives physicians access to real-time collaboration with peer experts. This process facilitates care while minimizing misdiagnosis or treatment delays. HealthHelp reduces the number of unnecessary procedures (modality, fractions) and helps physicians select examinations and treatment for each patient.

In order to ensure patients receive the recommended procedure (modality, fractions), HealthHelp applies nationally recognized evidenced-based guidelines, developed through peer-reviewed literature and the collective input of practicing specialty physicians and renowned academic institutions. These guidelines are established on current clinical principles and processes, and evidence-based appropriateness criteria.

With HealthHelp's Consult, your staff submits orders for specific radiation therapy/radiotherapy procedures quickly and conveniently via the internet or through a voice-activated call system, which they can also use to quickly check procedure requested status and verify authorization numbers.

Procedure requests that do not correlate with evidence-based criteria are checked first by nurse clinical reviewers. When necessary, ordering physicians may consult with board-certified radiation oncologists who are affiliated with leading academic institutions.

Step-by-step procedure ordering

When requesting preauthorization or providing notification for Humana-covered patients, please have the following information available:

- > Patient name and Humana member ID number
- > Ordering physician name, telephone, fax number and provider or tax ID number
- > Rendering physician name, telephone, fax number and provider or tax ID number (if applicable)
- > Patient diagnosis or clinical indication
- > Procedure ordered (procedure code)
- > Additional relevant clinical information supporting procedure ordered (e.g., presenting symptoms, prior treatment, prior testing result, family history, etc.)
- > Number of fractions/total radiation dose
- > Prior surgical intervention
- > Cancer stage/performance status
- > Prior radiation treatment

Preauthorization requests for services managed by HealthHelp can be submitted via:

Step 1: Submit a request to HealthHelp using one of the following options:

- Online at <https://portal.healthhelp.com/webconsult>
 - For information, refer to www.healthhelp.com/humana. Under "Consult," select "Enroll" or "Learn More"
- Call 1-866-825-1550 Monday through Friday, 7 a.m. to 7 p.m. Central time, and Saturday, 7 a.m. to 4 p.m.
- Fax a request to 1-888-863-4464
- Expedited/Urgent requests: Call 1-866-825-1550 or submit by fax to 1-800-519-9935

For questions, contact HealthHelp: 1-866-825-1550.

Step 2: You will be prompted to provide relevant information.

Step 3: Following instant assessment, you will be given an authorization/tracking number. You will be contacted for clarification if the information is incomplete or does not meet evidence-based criteria for the procedure requested.