



**Frequently Asked Questions:
Oncology Quality Management Program
Wellcare
Effective November 1, 2026**

Q: Who is Evolent?

A: Evolent, formerly known as New Century Health (NCH) is a comprehensive oncology quality management (OQM) company. Its platform optimizes the application of evidence-based medicine to the delivery of cancer care.

Q: What is Wellcare's OQM program?

A: Wellcare's OQM program provides prior authorization management for oncology treatment regimens including radiation oncology. The program emphasizes and supports the selection of preferred pathways for patient care and is administered by Evolent. Precertification, preauthorization, and notification requirements all refer to the same process of prior authorization.

Q: When will the program begin?

A: The program will begin **on November 1, 2026.**

Q: What members are included in this program?

A: The Wellcare OQM program is for Wellcare Wisconsin Medicare members, 18 years of age and older, with a diagnosis code included in the following ranges:

- *Cancer diagnoses* = C00 - D09, D37 - D44, E34.0
- *Hematology diagnosis* = D45-D49, D59.10-D59.19, D61.81, D61.82, D63.0, D63.8, D64.2-D64.3, D64.81, D64.89, D64.9, D68.59, D69.3, D69.41, D69.59, D69.6, D69.8, D69.9, D70.1-D70.9, D72.8, D72.9, D73.81, D73.9, D75.1, D75.81, D75.82
- *Nausea & vomiting* = R11

Q: Which specialties are included in the Oncology Quality Management Program?

A: Ordering provider oncology specialties will submit their prior authorizations through Evolent: Gynecologic Oncology, Hematology, Medical Oncology, Radiation Oncology, Surgical Oncology and Urology.

Q: Which place(s) of service are included in this program?

A: Oncology services rendered in a physician's office, outpatient hospital (on and off-campus), or ambulatory setting.

Q: Which medical oncology services require prior authorization through Evolent?

A: Medical benefit (Part B) infused and injectable chemotherapy, hormonal therapeutic treatment, supportive agents, and symptom management medications. Pharmacy dispensed (Part D) drugs, standalone or as part of a combo case, are out of scope for Evolent and will continue to be managed through Wellcare.

Q: Which radiation oncology services require prior authorization through Evolent?

A: Radiation oncology services requiring prior authorization include:

- 2D, Electrons (2 dimensional)
- Brachytherapy
- Conformal 3D (3 dimensional)
- IGRT (Image-guided radiation therapy)

- IMRT (Intensity Modulated Radiation Therapy)
- Proton Beam Radiation Therapy
- SBRT (Stereotactic Body Radiation Therapy)
- SRS (Stereotactic Radiosurgery Therapy)

Q: What is the transition of care process?

A: Authorizations previously issued by Wellcare Wisconsin prior to November 1, 2026, for Medicare members, will be effective until the authorization expiration date. Request for new treatment and/or changes in treatment on or after November 1, 2026, must be submitted to Evolent for preauthorization.

Q: Who should obtain prior authorization?

A: The physician ordering chemotherapeutic drugs, supporting agents or radiation oncology for the treatment of cancer or related hematologic diseases must request prior authorization through Evolent.

Q: How do I obtain prior authorization?

A: November 1, 2026, submit chemotherapy or radiation oncology requests to Evolent through the following methods:

- Log into Evolent's provider web portal, carepro.evolent.com
- Contact Evolent's Utilization Management Intake Department at **1.888.999.7713**, Monday through Friday (7 a.m. - 7 p.m. CST).

Q: What are some key features of the program?

A: The online provider portal is always available, offering:

- Real-time authorizations for evidence-based treatment plans
- View of real-time status of authorization requests
- Eligibility verification
- Supportive telephonic authorization staff available at **1.888.999.7713**
- Physician discussions by medical oncologists or radiation oncologists
- Evolent provider engagement team for ongoing support and training

Q: Who at Evolent Health will be reviewing chemotherapy and radiation oncology requests?

A: Evolent Medical Reviewers are licensed medical oncologists and radiation oncologists who are not incentivized to issue denials, as they use nationally recognized clinical guidelines when performing reviews. These guidelines are available in Useful Tools – Useful Info within CarePro at carepro.evolent.com. If the request does not meet evidence-based treatment guidelines, Evolent may request additional information or initiate a physician discussion with the requesting provider.

Q: What will the Evolent authorization look like, and how long is it valid?

A: The Evolent authorization will start with "AR" followed by at least six digits (e.g., AR100000). Radiation Oncology request authorizations (RA) are valid for 90 days from the treatment start date. Medication request authorization (MRA) duration is automatically calculated based on the Treatment Start Date and the number of approved treatment cycles.

Q: Where do I obtain prior authorization for pharmacy dispensed chemotherapeutic agents?

A: Pharmacy dispensed (pharmacy benefit) oral chemotherapy agents should be submitted to Wellcare Wisconsin for authorization.

Q: Does prior authorization guarantee payment?

A: No, prior authorization does not guarantee payment for services. Payment of claims is dependent on eligibility, covered benefits, provider contracts, and correct coding and billing practices. For specific details, please refer to your Wellcare Provider Manual.

Q: What will happen if the physician does not obtain an authorization?

A: If the required authorization is not obtained, Wellcare Wisconsin may deny payment.

Q: What is the process for appealing an Evolent authorization denial?

A: Evolent is not delegated appeals management. Providers must contact Wellcare Wisconsin directly to initiate an appeal.

Q: How can a physician's office request training for these programs?

A: Providers can access additional program details and register for training sessions via Evolent's resource hub web page: go.evolent.com/wellcare-program-changes-November-1-2026. If you have questions before the training sessions, you can contact Evolent Provider Solutions at practicesuccess@evolent.com.