

Peoples Health works with the Optum® Cancer Guidance Program (CGP) to authorize outpatient injectable chemotherapy services and related cancer therapies (including cancer-supportive drugs and therapeutic radiopharmaceuticals) for Peoples Health patients.

Optum CGP supports you in providing the highest-quality, most efficient care to your patients receiving cancer treatment, offering you oncology decision support based on National Comprehensive Cancer Network standards. Optum's platform MBMNow processes prior authorization requests for the services and therapies noted above. You may be familiar with CGP and MBMNow from other health plans you work with.

Note: Requests for **oral** chemotherapy drugs must be submitted to our pharmacy benefits manager, Optum Rx, for approval via professionals.optumrx.com.

Navigate to the corresponding section of this reference guide using the links below.

[Accessing MBMNow](#)

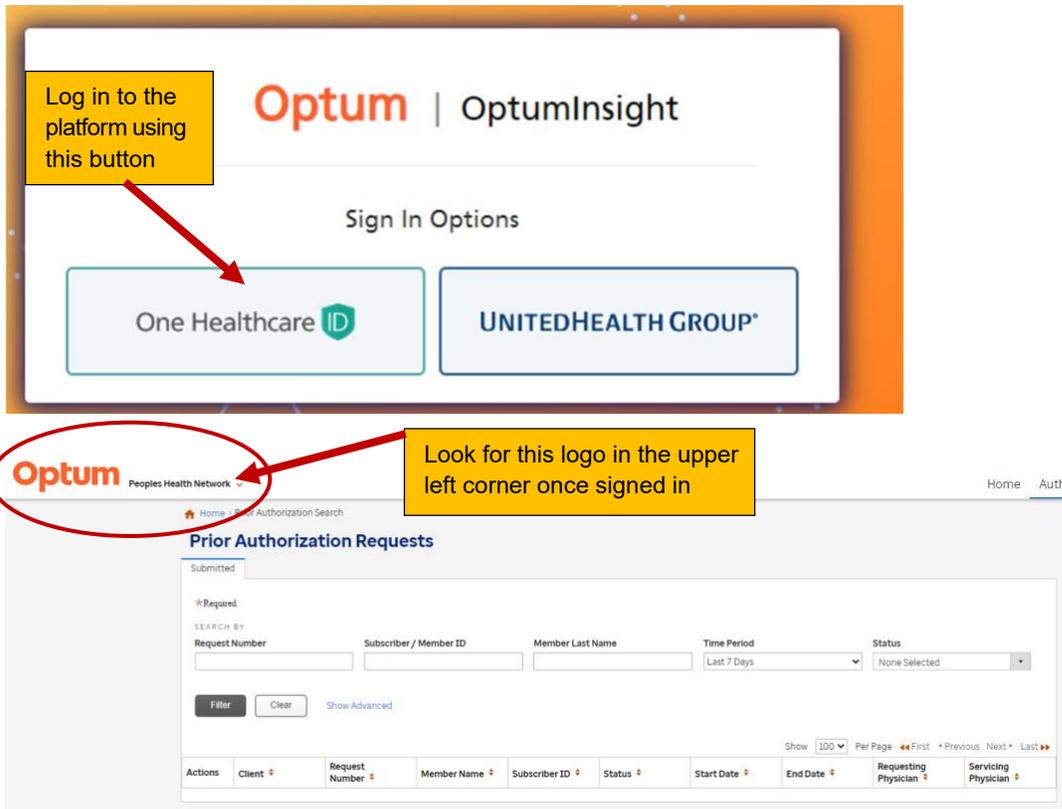
[Using MBMNow to Submit New Requests](#)

[Other MBMNow Functionality](#)

[Appendix](#)

Accessing MBMNow

1. Visit MBMNow at mbm.linkplatform.com/home. Select the **One Healthcare ID** sign-in option. If you log in through the UnitedHealth Group option, you will **not** be able to complete a request for a Peoples Health patient.



2. Follow the onscreen prompts to log in to your MBMNow account or create a One Healthcare ID. If you already have an MBMNow login for another health plan, it will work for Peoples Health patients.

Using MBMNow to Submit New Requests

MBMNow walks you through a series of questions about the patient's diagnosis and status to gather details needed to generate regimen options you can choose from, many of which will result in auto-authorization. Submitting a request through MBMNow takes 5-10 minutes.

Note: If MBMNow displays an error message when you try to submit a request because the website is down, contact Optum at the number displayed on-screen (1-888-397-8129), Monday through Friday, from 7 a.m. to 7 p.m. A representative can provide assistance by phone.

Submitting New Requests

- Once you log in to MBMNow, a dashboard screen displays both your submitted and draft authorization requests. Click the **Create New Request** link to start a new request.

Draft Prior Authorization Requests + Create New Request View All

Displaying your 10 most recently updated draft authorization requests

Actions	Draft ID	Authorization Type	Member Name	Subscriber ID	Creation Date	Creator	TIN	Status
	7654321	Outpatient Chemotherapy	JORDAN, MICHAEL	00987654321	02-02-2022	Smith, Thomas	-	Draft
	7654321	Outpatient Chemotherapy	JORDAN, MICHAEL	00987654321	02-02-2022	Smith, Thomas	987654321	Draft
	7654321	Outpatient Chemotherapy	JORDAN, MICHAEL	00987654321	02-02-2022	Smith, Thomas	-	Draft
	7654321	Outpatient Chemotherapy	JORDAN, MICHAEL	00987654321	02-02-2022	Smith, Thomas	987654321	Draft
	7654321	Outpatient Chemotherapy	JORDAN, MICHAEL	00987654321	02-02-2022	Smith, Thomas	987654321	Draft

Submitted Prior Authorization Requests + View All

Displaying your 10 most recently submitted requests

Actions	Provider Letter	Request Number	Authorization Type	Member Name	Subscriber ID	Status	Start Date	End Date	Requesting Provider	Servicing Provider
		A007654321	Outpatient Chemotherapy	JORDAN, MICHAEL	00987654321	Approved	02-02-2022	02-02-2023	SMITH, AARON	SMITH, AARON

- Provide demographic information to search for a patient, then select the patient from the results list.

Member Search Home > Authorization > Member Search

* Required

First Name

Last Name

Date of Birth

Subscriber / Member ID

Members

We currently only require authorizations for specific Commercial, Medicaid, Medicare, and dual eligible (i.e., member has Medicaid + Medicare) members. For dual eligible members, search under the member's Medicare ID to determine eligibility. For any other questions about member eligibility and authorization requirements, please contact the number on the back of the member's insurance card.

Actions	First Name	Last Name	Date of Birth	Subscriber ID	Group ID	Gender	Coverage Status	Policy Start Date	Policy End Date	Address
Please Provide Search Criteria.										

- Choose the appropriate service from the Authorization Type drop-down menu.

Authorization Type i

* Required

Please select an authorization type that you would like to create. If you wish to change this selection after proceeding to the next page, you'll need to start a new request.

Authorization Type

Authorization Start Date

i

- Provide your information on the Requesting Provider screen; some information is pre-populated. To change the requesting provider, click the **Change Provider** link at the top and search for another provider.

Requesting Provider Change provider

* Required

Provider Details		Point of Contact	
Provider First Name	ABBY	Full Name *	<input type="text"/>
Provider Last Name	SMITH	First Last	
Provider NPI	1235142290	Phone Number *	555-555-5555 <input type="text"/> <input type="text"/> <input type="text"/> Ext. <input type="text"/>
Provider TIN	454234193	Fax Number *	555-555-5555 <input type="text"/> <input type="text"/> <input type="text"/> Ext. <input type="text"/>
Provider Address	3530 S VAL VISTA DR STE 102, GILBERT AZ 85297-7319		
Provider Phone Number *	<input type="text"/> <input type="text"/> <input type="text"/> Ext. <input type="text"/>	Email	<input type="text"/>
Provider Fax Number *	<input type="text"/> <input type="text"/> <input type="text"/> Ext. <input type="text"/>	Communication Type	
		Request Received by	<input checked="" type="radio"/> Phone <input type="radio"/> Fax

If you are the servicing provider, click **Yes**. If not, click the **Add Servicing Provider** button and search for the provider. If the servicing provider is not in the Peoples Health provider network, the provider will not appear in the search results, and an on-screen message will indicate next steps.

Servicing Provider/Pharmacy
 * Required
 Is the requesting provider the same as the servicing provider/pharmacy?
 (Note: If you are planning to use a specialty pharmacy, please choose the Add Servicing Provider/Pharmacy button below.)
 Yes Add Servicing Provider/Pharmacy

Servicing Provider Search X

* Required

Physician Facility

Search by
 Physician Name + State/ZIP TIN and/or NPI

First Name Last Name * State * Zip

Search Clear

- Provide general details about the patient, including the initial diagnosis date and clinical details. Questions on this screen may vary depending on the authorization type you select. Some questions are responsive; the answers you provide may prompt additional questions.

Request Details
 * Required

Patient Details

Height of the Patient * 65 in
 Weight of the Patient * 140 lbs
 Patient Contact Number * 555-555-5555
 Service Details
 Initial Diagnosis Date * 04-2022
 Place of Service * Outpatient Facility
 Authorization Start Date * 08-18-2022
 ICD-10 Code * C88 Waldenstroms

Clinical Details

Primary Cancer * Waldenstroms Macroglobulinemia/ Lymphoplasmacytic Lymphoma
 Chemotherapy Clinical Trial * No
 Has Disease Progressed or Relapsed? * Yes
 New or Continuation of Treatment? * Continuation of Treatment
 Continuation of Treatment Justification * Disease Progression

The Primary Cancer field will generally pre-populate once an ICD-10 code is entered. **Always verify that the primary cancer is correct.**

- The cancer type determines which clinical questions and regimens are available to be selected, which can affect whether an authorization request is auto-approved.

If the cancer type is not listed, choose “Other” from the menu and name the cancer type in the provided text field. When you choose “Other,” you must create a custom drug regimen for the authorization request. Create a custom regimen on the next screen, where you must provide drug information, justification for the custom request and supporting clinical documentation.

Custom Regimen
 * Required

Regimen Drugs + Add Drug

Drug	Dose	Route	Dosage	Frequency	Days of Cycle	Cycle Length	# of Cycles
Please add drug(s) to the regimen.							

Regimen Justification

1000 characters remaining

Add Clinical Documentation Select Files

Maximum file size: 50MB
 Limit of files per upload: 15
 Accepted formats: txt, doc, docx, xls,xlsx, ppt, pptx, pdf, png, jpg, jpeg, tiff
 The following file formats will be converted to pdf: doc, docx, xls, ppt, pptx, tiff
 Please wait until all files are uploaded to be able to submit the authorization request

- Provide details about the patient's clinical status. Questions on this screen vary depending on the authorization type and primary cancer type you select. Some questions are responsive; the answers you provide may prompt additional questions.

Clinical Status
 Show Answers | Hide Answers
 * Required

What is the treatment indication or disease status? *

Is the patient a transplant candidate? *

What is the line of therapy? *

- A list of regimen options to choose from is displayed.

Regimens [Learn more about this icon](#)

Filter by drug
 None Selected

Expand All | Collapse All

1 ▶ Cladribine + Rituximab Pathway Regimen

2 ▶ Regimen Title Pathway Regimen

- Click the triangle symbol to the left of a regimen to see standard of care information for the drug(s), dosage and administration. This helps you choose the most appropriate regimen.

Regimens [Learn more about this icon](#)

Filter by drug
 None Selected

Expand All | Collapse All

▼ Cladribine + Rituximab Pathway Regimen

The regimen selected has a febrile neutropenia and an emetic risk. You have the option to add a growth factor and an antiemetic support drug to this request.
 All fields are required

Would you like to add an antiemetic supportive drug?
 Yes
 No

Would you like to add a growth factor supportive drug?
 Yes
 No

Febrile Neutropenia Risk	Emetic Risk	Authorization Duration					
NCCN Not Specified	NCCN does not provide this information	12 Months					
Drug Name (Including Packaging Options)	Drug Code	Drug Route	Drug Dosage	Frequency	Administer Cycle Days	Cycle Length	
Rituxan HycoL [®] - Rituximab And Hyaluronidase	J9311	Intravenous	375 mg / m ²	1 / day	Day 1	28 day cycle	

Certain regimens include oral chemotherapy drugs. As noted earlier, oral chemotherapy drugs are authorized through Optum Rx, not through Optum CGP.

- When you view the details for a regimen that includes an oral chemotherapy drug, you receive a reminder about submitting an authorization request for that drug to Optum Rx.

Certain regimens require you to agree to a scheduling frequency.

- If you accept the standard frequency, the submitted authorization request is auto-approved.

- If you reject the standard frequency, MBMNow gives you the option to enter your desired frequency as a custom regimen, **and the authorization request is NOT auto-approved**. It pends, and CGP clinicians review and make a decision.

For certain regimens, dosage-based rounding is available for a drug within the regimen. If you select a regimen that includes a dosage-based rounding drug, a pop-up message displays for you to accept or reject the rounded dosages.

Recommended Dosage

Dosage rounding has been applied to the following drug(s) in order to reduce waste per our dosage rounding policy.

To continue, review and accept the rounded dosage below. If you do not wish to accept the rounded dosage, your request will require a clinical review and may require peer-to-peer outreach.

If you want to return to the regimens page, select Cancel.

Drug Name	Dose	Selected Dosage	Rounded Dosage	Accept Rounded Dose?
J903S Avastin - Bevacizumab	Dose #1	544.31 mg	500 mg	<input checked="" type="checkbox"/> <input type="checkbox"/>

- If you accept dosage-based rounding, the submitted authorization request is auto-approved.
- If you reject dosage-based rounding, MBMNow gives you the option to enter your desired dosage as a custom regimen, **and the authorization request is NOT auto-approved**. It pends, and CGP clinicians review and make a decision.

9. Choose a regimen by clicking the circle to the left of a regimen name. The regimen authorization approval process depends on the cancer being treated and the regimen selected. If none of the listed regimens are appropriate, skip to step 11.

Regimens

Filter by drug: None Selected

Expand All | Collapse All

Export (PDF) | Print

Cladrabine + Rituximab

The regimen selected has a febrile neutropenia and an emetic risk. You have the option to add a growth factor and an antiemetic support drug to this request.

All fields are required

Would you like to add an antiemetic supportive drug?
 Yes
 No

Would you like to add a growth factor supportive drug?
 Yes
 No

Febrile Neutropenia Risk	Emetic Risk	Authorization Duration
NCCN Not Specified	NCCN does not provide this information	12 Months

Drug Name (Including Packaging Options)	Drug Code	Drug Route	Drug Dosage	Frequency	Administer Cycle Days	Cycle Length
Rituxan Hycta® - Rituximab And Hyaluronidase	J9311	Intravenous	375 mg / m2	1 / day	Day 1	28 day cycle

For Cancers That Are Part of the Optum [Pathways Program](#)

Scenario A regimens have a Pathway Regimen icon. These regimens are compliant with National Comprehensive Cancer Network standards, and Optum and Peoples Health jointly determined these are the most effective treatment options, taking into consideration a variety of factors (such as low toxicity, impact on patient outcomes, cost effectiveness, etc.). **Scenario A (“Pathway”) regimens are auto-approved.**

9	<input type="radio"/> ▶ Sacituzumab govitecan-hzly ⓘ	 Pathway Regimen
10	<input type="radio"/> ▶ Vinorelbine ⓘ	 Pathway Regimen
11	<input type="radio"/> ▶ Carboplatin / Gemcitabine ⓘ	
12	<input type="radio"/> ▶ Cyclophosphamide (Oral) ⓘ	

Scenario B regimens do **not** have a Pathway Regimen icon. They are grouped in alphabetical order immediately below the Scenario A regimens.

9	<input type="radio"/> ▶ Sacituzumab govitecan-hzly ⓘ	 Pathway Regimen	Scenario A
10	<input type="radio"/> ▶ Vinorelbine ⓘ	 Pathway Regimen	
11	<input type="radio"/> ▶ Carboplatin / Gemcitabine ⓘ		Scenario B
12	<input type="radio"/> ▶ Cyclophosphamide (Oral) ⓘ		

Scenario B regimens don't meet the types of criteria described above to be deemed a Pathway regimen (they are “off-Pathway”). **Scenario B regimens are auto-approved, but you must provide a reason for choosing one of these regimens.**

Selected Regimen Not Part of Pathway Program

The regimen you have selected is not part of the Cancer Therapy Pathway Program and may impact your pathway adherence. You can monitor your pathways adherence on the provider dashboard, which can be accessed via Home > Dashboards > Provider Dashboard. In order to proceed, please provide the following information:

All fields required.

Reason for choosing this regimen

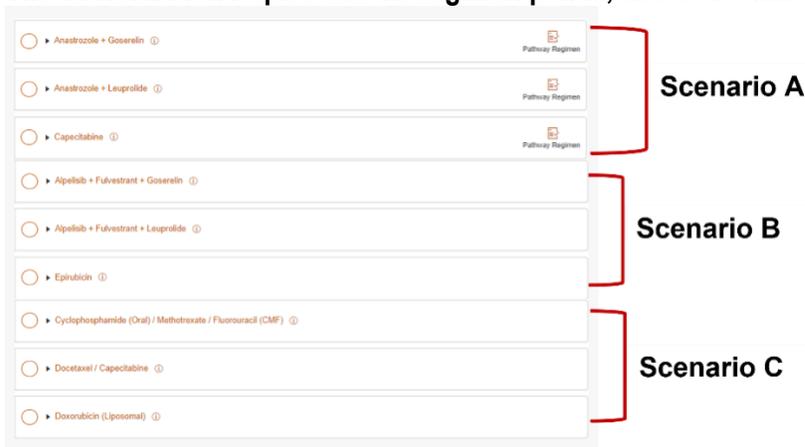
Select

- Select
- Continuation of ongoing therapy
- Contraindication to pathway regimen
- Patient has already received all of the pathway regimens
- Patient preference
- Regimen selected is less toxic than pathway regimens
- Regimen selected is more targeted for the patient's cancer
- Other

Note: If you reject the standard scheduling frequency or standard dosage-based rounding for a scenario A or B regimen where scheduling frequency or dosage-based rounding applies, the regimen

is no longer auto-approved. The authorization request pends, and CGP clinicians review and make a decision.

Scenario C regimens do not have a Pathway Regimen icon and are grouped in a third alphabetical order set below the Scenario B regimens. Scenario C regimens are also off-Pathway regimens. **Scenario C regimens are NOT auto-approved. You must provide a reason for choosing one of these regimens. The authorization request for the regimen pends, and CGP clinicians review and make a decision.**



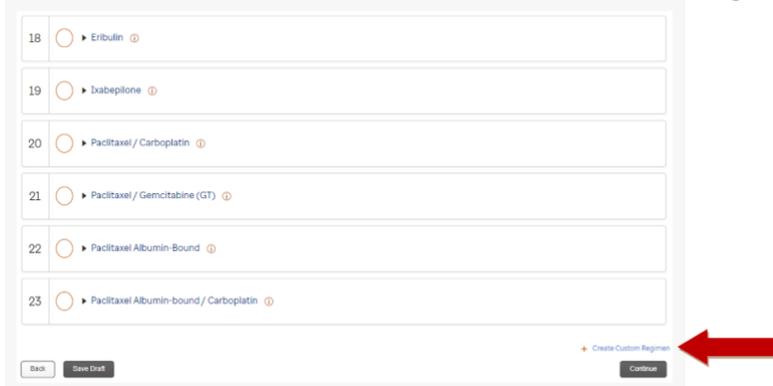
For Cancers That Are NOT Part of the Optum [Pathways Program](#)

All regimens are **auto-approved** unless:

- You reject the standard scheduling frequency for regimens where scheduling frequency applies (you answer “No” to the question that explains the standard scheduling frequency)
- You reject the standard dosage-based rounding for regimens where dosage-based rounding applies (you answer “No” to the question that explains the standard rounded dosage)

If you reject the standard scheduling frequency or standard dosage-based rounding, the regimen is **NOT auto-approved**. The authorization request pends, and Optum CGP clinicians review and make a decision.

10. If none of the results in the regimen listing are appropriate for the patient, you may create a custom regimen. Scroll to the bottom of the list and click the **Create Custom Regimen** link.



- a. A screen appears for you to provide drug information, justification for the custom request and supporting clinical documentation.

- b. If the patient clinical status information you provide in the MBMNow authorization request form indicates to Optum CGP that chemotherapy isn't supported, a message displays indicating this in lieu of providing regimen options. If you still want to submit the request, click the **Create Custom Regimen** link.

- c. This displays a screen for you to provide drug information, justification for the custom request and supporting clinical documentation.

Custom regimen authorization requests are NOT auto-approved. They pend, and CGP clinicians review and make a decision. If your custom request does not include enough supporting information, or if a peer-to-peer discussion is needed, CGP clinicians will contact you by phone and, as appropriate, fax.

11. MBMNow displays a summary screen for you to review all the details of your request prior to submitting it.

12. Based on the type of regimen you select, one of the following occurs once you submit the request.

If you choose a regimen that is auto-authorized, a message displays indicating your request is approved. It also provides a start date and an end date for the authorization.

Request Status Export (PDF) Print

Your Authorization Request Has Been Approved

Your authorization request number is A001234567. If you need to add a new chemotherapy drug, supportive care drug, or a new chemotherapy regimen, you will need to submit a new authorization request.

Authorization Status Approved **Authorization Start Date** 04-02-2022
Authorization Number A001234567 **Authorization End Date** 04-02-2023

Cladribine + Rituximab (Check Drugs Listed) Pathway Regimen

Drug Name	Drug Code	Authorization Status
Injection, rituximab and hyaluronidase, (Rituxan Hycela), 375 mg	J9311	Approved
Injection, rituximab, (Rituxan), 375 mg	J9312	Approved

If you choose or create a regimen that requires review by Optum CGP clinicians, a message displays indicating that your authorization request is pending.

Request Status Export (PDF) Print

Your Authorization Request Is Pending

Your request number is A001234567. Your request may require review by our clinical team. Also, if additional information is needed to make a determination, we will reach out to you via the contact information provided below. Please see below for details regarding your request.

Request Status Pending
Request Number A001234567

Custom Regimen

Drug Name	Drug Code
Injection, nivolumab, (Opdivo), 50 mg	J9299
Injection, nivolumab, (Opdivo), 25 mg	J9299

- If the request is later approved, Optum will contact you by phone and mail, and the authorization request status will display as “Approved” on your dashboard screen.
- A copy of the approval letter will also be available in MBMNow.
- CGP clinicians review submitted authorization requests seven days a week, from 7 a.m. to 8 p.m.

Other MBMNow Functionality

Clone an Authorization

Save time when inputting repeat authorization requests for the same patient by cloning a previous request. From the Submitted Prior Authorization Requests list on the dashboard screen, click the **Clone** icon. Cloning opens a new authorization request and prepopulates information into the request form, up through the Request Details page.

Submitted Prior Authorization Requests + ≡

Displaying your 10 most recently submitted requests

Actions	Provider Letter	Request Number	Authorization Type	Member Name	Subscriber ID	Status	Start Date	End Date	Requesting Provider	Servicing Provider
		A007654321	Outpatient Chemotherapy	JORDAN, MICHAEL	00987654321	Approved	02-02-2022	02-02-2025	SMITH, AARON	SMITH, AARON

Clone Request ×

Available Coverage Periods

Active Coverage	Future Coverage	Expired Coverage
09-01-2022 to 12-31-9999	Not available	Not available

* Required

Authorization Type * This field is required

Search for Submitted or Drafted Authorization Requests

From the dashboard screen, click the **Authorization** link in the upper-right corner, then choose **Search**. On the next screen, choose either the **Submitted** tab or the **Drafts** tab and input your search criteria.

Prior Authorization Requests

Submitted Drafts History 

To find requests not submitted using this application, go to the [History tab](#).

* Required

SEARCH BY

Request Number	Subscriber / Member ID	Member Last Name	Time Period	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	Last 30 Days <input type="button" value="v"/>	None Selected <input type="button" value="v"/>

[Show Advanced](#)

Questions about using MBMNow?

Contact Optum at 1-888-832-0972, Monday through Friday,
from 7 a.m. to 7 p.m. local time.

Appendix

Why is Peoples Health working with Optum CGP?

- **Clinical expertise:** CGP's clinical expertise in oncology care means it can recommend multiple patient-specific treatment plan options to providers based on guidelines from an extensive library. The library includes information on more than 60 types of cancer and 2,100 regimens from nationally recognized third parties such as the National Comprehensive Cancer Network. The program was developed with insights from a team of 10+ board-certified oncologists, hematologists and internal medicine medical directors; five specialty pharmacists; and 60+ registered nurses with experience in complex case management, oncology care or specialty drug administration. The program includes utilization management expertise in specialty drug management, with 15+ years of experience in oncology.
- **Focus on efficiency and cost-effectiveness:** CGP is built to support cost-effective treatment to foster quality outcomes for patients. The MBMNow platform has functionality that can auto-approve many authorization requests with no human review needed. The quick turnaround time results in less administrative burden and quicker claims payment.
- **Dedicated insights:** If a custom regimen that is not available through MBMNow is needed, Optum has a team of oncology clinicians that reviews these requests and can engage in peer-to-peer discussions as needed.