



# Provider Administered Drug Program Quick Reference Guide

**Effective December 1, 2009**

HealthAmerica has contracted with ICORE Healthcare, LLC (ICORE) to manage a provider-administered injectable drug program. The program is designed to maximize member care in the most appropriate and affordable manner based on clinically accepted standards.

## Drugs Requiring Prior Authorization by ICORE

Effective December 1, 2009, the following provider-administered injectable drugs will require prior authorization from ICORE. These drugs must be authorized before being administered in the office:

- Aloxi
- Aranesp
- Avastin
- Epogen/Procrit
- Herceptin
- Leukine
- Neupogen
- Neulasta

The program will determine if the proposed service meets the definition of medical necessity under a member's benefit plan.

## Drugs Requiring Prior Authorization by HealthAmerica

For drugs other than those listed above, prior authorization requirements and processes will not change. Call HealthAmerica at 800-755-1135 for all telephone requests for prior authorization. Your call will be routed to ICORE if you are requesting prior authorization for one of the drugs listed above.

## Prior Authorization Process and Information Needed by ICORE

1. To expedite the prior authorization process, have the following information ready:

- Name and office phone number of the in-office physician
- Member name and ID number
- Requested medical pharmacy drug(s)
- Anticipated start date of treatment (if known)
- Member weight and/or body surface area
- Dosing information and frequency
- Diagnosis
- Past therapeutic failures (if applicable)

2. If requested, be prepared to fax the following documents:

- Clinical notes
- Pathology reports
- Relevant lab test results

3. To verify member benefits call HealthAmerica's Customer Service Organization (CSO) at 800-788-8445 or visit [DirectProvider.com](http://DirectProvider.com).

To contact ICORE Healthcare:

1. Visit ICORE's secure website at [www.icorehealthcare.com](http://www.icorehealthcare.com) and click on the physician tab, or

2. For initial calls for prior authorization, call HealthAmerica at 800-755-1135. Your call will be routed to ICORE.

For information on existing ICORE authorizations or reauthorizations:

1. Call ICORE directly at 800-424-1719 (Monday – Friday, 9 a.m. to 6 p.m. Eastern Time), or
2. Visit ICORE’s website at [www.icorehealthcare.com](http://www.icorehealthcare.com) and click on the physician tab.

Note: The ICORE phone number and website will be activated December 1, 2009

## **Timeframes for Requests for Prior Authorization to ICORE**

### **Urgent requests**

1. Go to ICORE’s website at [www.icorehealthcare.com](http://www.icorehealthcare.com) and click on the physician tab, or
2. Call HealthAmerica and you will be routed to the ICORE Call Center.

Urgent requests will be completed within 24 hours from receipt of the request. Nonurgent requests will be completed within 120 hours from receipt of the request. In most cases, ICORE can review and determine prior authorization during the initial phone call if all information needed to process a request is provided. The review and determination process can take longer if member or provider eligibility verification is required or if the request requires additional clinical review.

### **Members receiving a drug that was previously authorized by HealthAmerica will need to be authorized by ICORE to continue treatment after December 1, 2009.**

Authorizations issued by HealthAmerica before December 1, 2009, will be effective until the authorization end date. To continue treatment after the authorized end date, you must obtain an authorization from ICORE. (Claims for dates of services after the authorized end date will be denied if you have not obtained a continued authorization from ICORE.)

### **Members who will start treatment after December 1, 2009.**

For members who are not currently in treatment but will be receiving one of the drugs listed above after December 1, 2009, authorizations must be completed by ICORE before treatment begins.

### **Members being treated with Aloxi (J2469) and will continue treatment after December 1, 2009.**

Aloxi did not require prior authorization before December 1, 2009. **As of December 1, 2009, ICORE will require prior authorization for this drug.** For members already taking Aloxi before December 1, 2009, you will have 10 business days to obtain your first prior authorization with ICORE. Claims for dates of service between December 1, 2009, and December 14, 2009, (10 business days) will not be denied because of prior authorization. However, claims for dates of service on or after December 15, 2009 will be denied if you have not completed a prior authorization.

## **ICORE Web Site and Telephone Access**

The physician administering a drug in this provider-administered injectable drug program is required to obtain a prior authorization by accessing ICORE’s website or by calling HealthAmerica at 800-755-1135.

- **Website Access**

- Access ICORE’s provider self-service at [www.icorehealthcare.com](http://www.icorehealthcare.com) and click on the physician tab.
- You will receive a separate communication prior to the implementation start date with a unique user name and password for your organization’s administrator. The letter will indicate the temporary password algorithm that is used to create temporary passwords.

- Your administrator will then be able to set up a user name for each individual site user in your office.
- If a prior authorization request is pended, you will receive a tracking number that you can use to check on the authorization status.
- The ICORE website cannot be used for retrospective or expedited authorization requests. Those must be processed directly through the ICORE Call Center.
- **Telephone Access**
  - Contact HealthAmerica at 800-755-1135, and your call will be routed to ICORE. For information related to existing ICORE authorizations or for reauthorizations, contact ICORE directly at 800-424-1719.
  - ICORE can accept multiple requests during one phone call.

## **Additional Information**

If you have questions, please contact your HealthAmerica Provider Relations representative.